

LONASPORT Return Request

(Please follow the instructions on the back)

RMA Form EN 801

Contact details

Name, First name: _____ Company: _____
 Address: _____ Customer No.: _____
 _____ EMail: _____
 _____ Tel. (day-time): _____

Return details

Return number: (you will get the return number from Lonasport, please see reverse)
 Invoice number: _____ Invoice date: _____

| Reason | Quantity | Article number | Article name | Serial-No. |
|--------|----------|----------------|--------------|------------|
| _____ | _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ | _____ |

Detailed description of defect / remarks (please enclose pictures, if possible or send via Email)

For credits and reimbursements only: bank connection or credit card information

Account holder: _____ Bank/Company: _____
 Account Number: _____ Bank Code: _____
 IBAN (abroad): _____ BIC/Swift (abroad): _____
 Credit card No.: _____ Expiration date: _____

I hereby confirm the accuracy of the information:

Date: _____ Signature: _____

Important instructions to the return request

Please note for all return shipments:

On this page you will find important instructions that must be followed for the proper processing of your return shipments. If you have questions regarding the return shipment, the reason for the return or this form we will be glad to help you either by email, Skype or by telephone. In any case, please contact us before sending the shipment back to us.

Return shipments are accepted only with a valid return number. You will receive the return number by faxing the form on the front of this form or by emailing it to us. For unauthorized returns as well as returns without a valid return number, we will have to charge you a fee of Euro 10,00 for postage and handling.

Please fill out this return request in German or English only - even if this form is written in a different language.

The return shipment should be effected in the most economical way. Reimbursement of the postage is possible with a product value starting at Euro 40,00. We would need to have the receipt for postage reimbursement. Shipments sent „freight collect“ or „not prepaid“ will always be rejected and returned to the sender.

All articles must be returned in sufficiently sturdy, cushioned and break-proof packages. Insufficient or missing packing may lead to damage of the article and deductions in the reimbursement.

Reason for the return (please enter the applicable information on the front of this form):

1. Transport damage

Complaints due to transport damages must be reported immediately by the customer to the shipping company within the specified time period. The delivered goods must be inspected immediately upon receipt for obvious damages. Damages that are not visible from the outside must be reported to us in writing within 7 days after acceptance of the goods. Damaged goods must be kept in the condition found and may not be used without our approval to prevent any subsequent damages. Please enter „1“ under reason.

2. Wrong shipment

A wrong shipment exists when the ordered article does not correspond to the item listed on the invoice / packing slip or deviates from the specification of the manufacturer. Minor deviations in color, layout or symbols may happen and are production related. If you received a wrong shipment, you are given the option of either a price adjustment or replacement. The return due to wrong shipment will only be accepted as long as the article has not been used. Please enter „2“ under reason.

3. Cancellation

The right to return respectively cancel applies only to private consumers as stipulated in §13 BGB (German law). Private end customers may return articles without indicating a reason within 14 days after receipt of the goods. To stay within the time limit it is sufficient when you notify us within 2 weeks after receipt of the goods of the desire to return the goods via email to info@lonasport.com, per fax or by mail. You will then be assigned a return number. Exempt from returns are used, worn and custom-made goods as well as audio recordings, video recordings and data carriers of computer software where the seal is broken. Once the goods are received, the purchase price will be reimbursed of course. If the article is used and/or installed beyond mere inspection, and if traces of use are found, reductions may be taken due to the decrease in value of the article. Opening sealed and/or shrink-wrapped products is considered used. Questions regarding the level of utilization respectively repair costs for used articles may be answered by email, Skype or telephone. Please enter „3“ under reason.

The right to cancel is excluded if your order was placed within the context of professional or freelance activities.

4. Warranty

4.1 Within 6 months from the date of purchase: whenever possible, defective articles will be tested by us technically and sent to the manufacturer for repair/replacement. In general, the manufacturer replaces the article within 4-8 weeks if the claim is justified. Some manufacturers offer a direct replacement to the customer. This can considerably reduce the processing time of a claim. Please enter „4.1“ under reason.

4.2 After the 6th month, but within 24 months: if the defect is noted after the 6th month from the date of delivery, the so-called shifting of the burden of proof becomes effective. The customer must verify that the defect noted was already present at the time the device was purchased and that it was only noticed now. In general, most manufacturers offer a manufacturer's warranty of 2 years. If you are not sure with your product, please contact either us or the manufacturer directly. Please enter „4.2“ under reason.

4.3 After 24 months respectively outside the warranty period: Our service team will make every attempt to help you after the regular warranty period has expired. For some products we are able to offer you a cost-effective repair or overhaul. Please enter „4.3“ under reason.