

RETURN AND COMPLAINT FORM

Customer Name:

Invoice Number:

End Customer Name

(to be filled in only by B2B customers):

Phone Number:

Delivery Date:

Delivery Address:

PRODUCT CODE	PRODUCT NAME	DESCRIPTION OF THE COMPLAINT	QUANTITY

For smooth processing, we kindly request the following:

- ▶ Copy of the invoice
- ▶ Photos of the product
- ▶ Please send the fully completed form to info@geroba.be. Attach this form with the products to be returned. Without a fully completed form via email including the photo material, your return or complaint cannot be processed.
- ▶ Complaints regarding damage must be reported within 24 hours and noted to the carrier upon signing.
- ▶ The warranty period is 5 years, except for pumps, fountains, lighting, hinges, and other loose elements (2 years).
- ▶ Returns can be made within 14 days. Custom-made items cannot be returned. The goods must come back in the original packaging and show no damages. Upon arrival and inspection in our warehouse, if no further damages are found, a credit note will be issued with a deduction of the transportation costs.
- ▶ Please include this form with the goods to be returned.