

Damage / Reconsignment

Damage or shortfall of delivery

- Any shortfall in delivery or damage in transit must be accompanied by a damage report from the freight carrier, and must be completed at time of receipt of damages / short delivery.
- Should damage in transit become apparent on opening parcel, the parcel must be returned immediately to the freight carrier for a damage report. We cannot settle any claim without a valid damage report. All damaged goods should be returned. Should your claim be valid we will either replace damaged goods or refund in full. Please pay return postage. Any complaints regarding damage and / or shortfall must be brought to our attention, in writing, within 5 days. Any returns must include a copy of the sales invoice. We will not accept any returns that are unpaid.

If you are to realize by means of the account that **some parts are missing**, please look the package over again. Many parts are additionally packed into air bubble film or corrugated paper.

Returned goods

Should you need to return goods, or wish to exchange any goods ordered you may do so within 14 days after delivery. The revocation must happen in written form by fax +49 (0) 9971 / 99661-10 or by e-mail: info@mhornig.com

Goods must be in as new condition and in the original undamaged packaging. Goods returned will be refunded up to their product value and a refund will be via bank transfer, credit card or PayPal to your account.

Postage will not be refunded. Make sure that the products are packed well, so they can't be damaged in transit.

Please enclose a copy of the sales invoice. Mounted or scratched windshields can't be returned and will not be refunded!

If you return a product in obviously used condition a compensation for lost value will be subtracted from the product price!

You can't return products which were especially manufactured or adjusted for you and products which were changed or altered by you (glued on emblem for example).

Reasons for return:

wrong article ordered: () wrong number ordered: () not pleased: () damaged package: ()

What do you desire?

exchange: () refunding: () additional delivery: ()

Without complete allegations, your return can't be worked on.

name: _____	account no.: _____
_____	customer no.: _____
street: _____	contact: _____
_____	(please give phone number, fax or e-mail address)
postal code/ _____	IBAN: _____
city / state _____	BIC: _____

Reason for return:
