



COMPLAINT FORM

PAGE 1



customer number _____

order confirmation, delivery or invoice number _____

name / surname _____

street / house number _____

ZIP code / city / country _____

phone _____

e-mail _____

company _____

Please note our return policy on page 2!

battery designation _____

date of manufacture _____

for series or parallel connection: _____

datecode identical? _____

quantity _____

place of action / application _____

How many batteries are connected in series or parallel? _____

How are they charged? _____

With which charger? _____

charge current / characteristic curve _____

discharge current _____

open-circuit voltage _____

error description _____

Please send completed form by e-mail to info@akkusys.de then you will receive your RMA-number

RMA-number _____

Without RMA-number no processing possible!

Interner Vermerk:

Retoureneingang am: _____

Geprüft von: _____



AKKU SYS Akkumulator- und Batterietechnik Nord GmbH

Verbindungsweg 23 · 25469 Halstenbek / Hamburg · GERMANY

Tel. +49 4101 | 3 76 76-0 / Fax +49 4101 | 3 76 76-66 / info@akkusys.de / www.akkusys.de

Complaint conditions:

Goods of AKKU SYS Akkumulator- und Batterietechnik Nord GmbH to be claimed will only be taken back after prior written or telephone agreement with the claims department.

Please note the following points:

- RMA number must be requested.
- Please enclose the completed complaint form and a copy of the invoice, otherwise it will not be possible to process the complaint.
- Please send back the complained commodity if possible with accessories to us.
- Mark the consignment with the RMA number clearly visible on the outside of the outer packaging.
- ATTENTION!
The return of defective goods (batteries, rechargeable batteries, rechargeable battery packs and above all lithium rechargeable batteries) must be secured against short-circuiting, the poles must be masked accordingly. Otherwise there is a risk of explosion and fire! Since 01.01.2009 there have been far-reaching changes to the shipping of lithium batteries. The guidelines UN No. 3090-3480 must be observed.
- Please refer to our General Terms and Conditions for the current warranty periods and other provisions.
- If you have any questions, please contact the AKKU SYS office service on +49 4101 37676-0 or, if the RMA number has already been assigned, Mr Martin Sader on +49 4101 37676-22.

Incoming complaints without RMA number and enclosed invoice copy cannot be processed.

Please return the goods to be complained about to the following address:

AKKU SYS Akkumulator- und Batterietechnik GmbH
Reklamation
Pommerndreieck 2A
18516 Süderholz