

RETURNS REQUEST FORM

(for reporting a complaint or requesting a return)

Customer number (*):

Company name (*):

Your name (*):

Tel.:

Fax:

E-mail:

Brand	Part number	Quantity	Order number	Return reason

REMEMBER: A complaint relating to transport damage must be indicated on the proof of delivery (carrier's delivery document) and reported in writing to TVH within **12 hours** after the delivery of the goods. A complaint relating to visible defects or non-conformity with the order must be reported in writing to TVH within **48 hours** after the delivery of the goods. Any other complaint or return request must be reported in writing to TVH within no more than **3 months** after the delivery of the product.

Please provide a clear explanation of the return reason and give as much information as possible, so that your return request can be processed as promptly as possible.

Damage not described on the returns request form will be regarded as incidental damage, occurred after the completion of the returns request form. TVH cannot be held liable in such a case and incidental damage may thus be a reason to reject your complaint or your return request. All ensuing costs will be at your expense.

IMPORTANT NOTE: All fields marked with an (*) must be completed.

Consult the General Conditions of Sale at www.tvh.com/avv.

As soon as you receive a returns note with return number from TVH, you can return it with the corresponding part.

For TVHshop users: Please complete this form online and forward it to sales.be@tvh.com.

For MyTotalSource users: Please register your complaint or return request online via mytotalsource.tvh.com.