

Return

Conditions in case of return of goods

We make every effort to send you only faultless items. However, should it nevertheless come about that the goods delivered by us have defects, an exchange and/or return of the delivered goods is possible. In the case of an incorrect order, an exchange/return is only possible if Print Equipment has expressly agreed to the exchange/return in writing.

Before you return goods, we depend on you contacting us. We ask you to use the complaints form, which can be accessed via this link <https://www.printequipment.de/en/complaint> We will process your complaint immediately and contact you to arrange the exchange/return.

Depending on the reason for the complaint, we charge a flat rate of 15% of the net value of the goods, but at least 15 Euro, for the additional effort of processing and restocking. The costs of the return shipment are to be borne by the buyer.

Please understand that for returns/exchanges we only accept goods in unused and complete condition in the original packaging, including the cardboard separators or plastic sleeves. This prevents consequential damage during transport of the return shipment. Enclosed are a few tips to make the return/exchange process easier for both of us:

- Enamel cups, mugs or drinking bottles will only be accepted if the bags, as well as the outer packaging, are present
- Please use neutral tape when sealing packaging
- Please do not label or stick anything on the original boxes
- We expressly request that defects are not indicated with felt tip pens or markers
- Please make sure that all accessories are included (lid, straw, etc.)



To initiate the exchange or return process, we ask you to use the complaints form at <https://www.printequipment.de/en/complaint>

