



RETURN FORM

- §1 Online purchased, unused goods can be returned up to 14 days after receipt.
- §2 Used, defective goods can be sent back to us within the scope of the 2-year legal warranty obligation for repair / replacement.
- §3 In case of damage such as glass breakage, dents, scratches, etc. that have arisen after delivery, any warranty is excluded.
- §4 For warranty claims that turn out to be faultless a processing fee of 25.00 EUR plus shipping will be charged.
- §5 Unused goods damaged by transport must be reported immediately upon receipt.
- §6 Returns within the warranty period are free of charge for MODALO customers in Germany in the first 6 months.
(we will provide parcel label via e-mail).
- §7 Unfree shipments can not be accepted.
- §8 Please return the goods always in their original packaging or equivalent.
Damage caused by improper packaging may be charged or deducted from the refund amount.
- §9 **Please use this Return Form for all returns.**
We ask you to complete the form and to enclose proof of purchase.
Returns of goods without form can not be processed!
- §10 Once the return has been accepted, you will receive the purchase amount through the same method of payment refunded.
- §11 As manufacturer, MODALO only give guarantee to products that have been purchased from an authorized dealer.
- §12 Please note our warranty conditions (MODALO GmbH terms and conditions can be found on www.modalo.com).

Buyer information:*	Delivery address:*
Customer number: _____	Name, first name: _____
Invoice number: _____	Additional information: _____
Phone: _____	Street/No.: _____
E-Mail: _____	ZIP, location: _____
MODALO Model/No.: _____	Purchase date: _____
Reason for return: Defect Withdrawal 14 days wrong delivery transport damage	Please specify defect: Does not turn on Do not rotate display defect Others
Bank Data / Paypal-Address (for refunds):	Bank: _____
Account Owner: _____	BIC: _____
IBAN: _____	Paypal E-Mail: _____

* Required information

Comments / Error Description:

Please attach this form to your return shipment and send it to the address below or via Send button (installed e-mail program is necessary), also you can save this PDF form on your PC and send it manually by e-mail.

MODALO GmbH
Rungedamm 20
21035 Hamburg
Germany

Place, date and signature

(valid even without signature)



CONDITIONS OF RETURN / CANCELLATION

REVOCAION

You have the right to revoke this contract within fourteen days without stating any reasons. The revocation period is fourteen days starting from the day of delivery. In order to utilise your right to revocation, you must inform us about your decision to revoke this contract with a clear statement (for example a letter sent by mail, telefax, or E-mail). It is enough to safeguard your right to revocation if you send the notification about your revocation before the end of the revocation period.

CONSEQUENCES OF REVOCATION

If you revoke this contract, we must pay back all payments we have received from you, including outward shipping costs (with the exception of additional costs caused by your choice of a different kind of delivery than the cheap standard delivery we offer), without delay and within fourteen days of having receiving your statement of revocation. We will use the same method of payment for paying you back as the one you used for the original transaction, unless something else was expressly agreed upon with you; in no case will any fees be charged for the return payment.

NOTES OF ARRANGEMENT:

Arrangement 1 new gef. with effect from 13. 6. 2014 to G v. 20. 9. 2013 (BGBl. I S. 3642)

- §1 In which you or a third party familiar to you, who is not the carrier, has or have taken the goods into possession.
- §2 In which you or a third party named by you, who is not the carrier, has or have taken the most recent goods into possession.
- §3 In which you or a third party named by you, who is not the carrier, has or have taken the most recent partial delivery or piece into possession.
- §4 In which you or a third party named by you, who is not the carrier, has or have taken the first goods into possession.

The revocation is to be directed at:

MODALO GmbH
Rungedamm 20
21035 Hamburg
Germany

E-Mail: service@modalo.com
Fax: +49 40 3680999 29

- §5 We may refuse repayment until we have received the goods back or until you have given proof that you have sent the goods back, whichever comes first.
- §6 You must send or deliver the goods without delay and in any case no later than within fourteen days of the day on which you informed us about the revocation of the contract to Modalo GmbH, Rungedamm 20, 21035 Hamburg. The deadline is met if you send the goods before the expiration of the deadline of fourteen days.
- §7 You carry the direct cost of the return of the goods.
- §8 The costs are estimated to be no higher than roughly 6.90 EUR within Germany.
- §9 You must only compensate for an eventual loss of value of the goods if this loss of value can be traced back to a handling of the goods not necessary to test the composition, attributes, or functionality of the goods.