

COMPLAINT

Please note: Goods delivered outside Europe cannot be returned. If you have any questions, please contact Return and complain department.

DATE		RETURN NUMBER	
NAME/COMPANY			
CUSTOMER NUMBER			

PRODUCT NUMBER		COLOUR		QUANTITY	
SIZE		PRODUCTION NUMBER		INVOICE NUMBER	
DESCRIPTION					
CAUSE OF COMPLAINT					

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RETURN ADDRESS: F. ENGEL K/S, SVERIGESVEJ 11, PORT 4 ; 6100 HADERSLEV, DENMARK					
RETURN NUMBER					
PLEASE WRITE RETURN NUMBER ON THE PACKAGE					

COMMENT					
EXCHANGES		CREDIT			
SALES MANAGER					

IMPORTANT INFORMATION:

The dealer makes an initial assessment of the scope of the complaint, and if the complaint is found to be justified, the following instructions are followed:

A returns number must always be obtained by contacting the Return and complain department otherwise we reserve the right to return the goods and submit an invoice for the freight charges. As with unjustified complaints, the goods may, by agreement with the customer, be returned to the customer at the customer's expense. Otherwise the goods are destroyed.

In cases where the complaint relates to a single product which has been invoiced at a net price of 35 € / 30 € or less, you must complete the form and attach an image, and then we will decide whether the item should be exchanged or a credit note issued. In such cases, the goods must NOT be returned to ENGEL Workwear. For items where the net invoice price is more than 35 € / 30 €, or if it relates to more than one product, the form must be completed and the clothing MUST be returned to ENGEL Workwear, which will then decide whether the item(s) should be repaired, exchanged or a credit note issued. In the event of complaints which have arisen after the garment has been washed, the goods must always be returned to ENGEL Workwear. When returning items, the clothing must be freshly washed.

The complain form can be obtained from <https://b2b.engel.eu> or by the Return and complain department

Email: return@engel.eu
Tel: +45 74 22 36 68