

Registration - Return of Goods

Use the following form to register the return of goods with us. Once we receive the request, we will check the returns and you will receive information on how to proceed as soon as possible. Please do not return goods without obtaining prior approval from us.



Customer data

Company name:	Contact(s):
Customer number:	
Street address:	
Post code / place:	

esco procedure numbers (document)

VAU	(Order)
VRG	(Invoice)
L	(Delivery note)

(Please indicate one of the documents mentioned above)

Reason for return

<input type="checkbox"/> Incorrect delivery	<input type="checkbox"/> Exchange
<input type="checkbox"/> Incorrect order	<input type="checkbox"/> Complaint
<input type="checkbox"/> Other	_____

Details about the articles

Article number + description	Quantity	Defect (yes-no) / *Procedures / Description of complaint

For collection of goods:

Number of packages: _____

Preferred collection date: _____

Different collection address as follows: _____

To be completed by the

esco offers you the following:

<input type="checkbox"/> Return with _____ % deduction
<input type="checkbox"/> New delivery against invoice
<input type="checkbox"/> No return possible
<input type="checkbox"/> Other _____

Company stamp

Date / signature esco

Company stamp

Date / signature customer

Return conditions:
The return must be agreed with esco and confirmed in writing. Any return without esco accompanying documents will not be accepted. Special articles, special designs and specially manufactured items are excluded from returns. Returns will generally only be accepted for complete articles in their original packaging and in a resalable condition. Returned goods that do not comply with the above conditions will be returned at the sender's expense. We ask for your understanding. We refer to our [General Terms and Conditions](#).