To return goods to MBN GmbH, you have to inform us first about return delivery. You reach us under:

**Telefon: +49-821 - 60099 0 Fax: +49-821 - 60099 99 E-Mail: RMA@proled.com**

To ease error tracking and shorten handling time, we ask you to fill out attached form an tell us the reason for returning goods, before you send them back.

You will then receive a retour number, which must be noted on the delivery note as well as visible on the parcel. If the retour number is missing we have to return the parcel EXW.

A return of original goods is only possible when they are completely new, originally packed and real time declared. Please be advised, that a handling fee of 20% as well as additional costs for missing packing etc. will be charged, if above points are not fulfilled.

RMA-No. (issued by MBN GmbH:)

customer code \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

company \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

contacts \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

street \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

postel code, city \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

photo \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

fax \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

e-mail \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

date \_\_\_\_\_\_\_\_\_\_\_\_\_

\*reason for return: **FC** = goods delivered wrong **FK** = goods ordered wrong

**D** = defective goods, detailed description of the defect required

1.) invoice invoice -/ Ord. Code Model/Discription Qty

 number date

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

 Serial Number / Production Code:

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\* reason for return FC\* FK\* D\*

 detailed description of the defect / reason for return:

2.) invoice invoice -/ Ord. Code Model/Discription Qty

 number date

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

 Serial Number / Production Code:

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\* reason for return FC\* FK\* D\*

 detailed description of the defect / reason for return:

3.) invoice invoice -/ Ord. Code Model/Discription Qty

 number date

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

 Serial Number / Production Code:

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\* reason for return FC\* FK\* D\*

 detailed description of the defect / reason for return:

4.) invoice invoice -/ Ord. Code Model/Discription Qty

 number date

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

 Serial Number / Production Code:

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\* reason for return FC\* FK\* D\*

 detailed description of the defect / reason for return: