

What should I do if I want to return a product based on warranty or right of withdrawal?

1. In case of damage, send an email to service@expondo.co.uk, with your invoice number, a description of the damage or problem and photos, if possible. Our service team will then send a ticket number and will be in contact within 24 hours with a suitable solution. We are also available by phone from Monday to Friday between 10 and 16 hours on 020 376 988 02.
2. Pack the item in its original or similar packaging.
3. Use enough filler material to prevent damage (or further damage) to the product within the delivery process.
4. Complete the form (below) fully.
5. Do not send the package without paid postage, unless we have informed you that we would collect the item. Consult our post-sale team for more information.
6. In the event of the damage caused being attributed to the misuse of said item or through improper packaging for return, expondo GmbH reserves the right to charge extra.

Please send the goods to the following address:
expondo Polska sp. z o.o. sp.k.
ul. Nowy Kisielin – Innowacyjna 7 | 66-002 Zielona Góra | Poland

Please complete

Name/Company:	_____
Street:	_____
Postcode:	_____ City : _____
Country:	_____
Telephone number:	_____
Fax:	_____
E-mail:	_____

Ticket number:	_____
Invoice number:	_____
Product name:	_____
Serial number:	_____

Description of damage/ problem:

City, Date..... Signature:.....

The general terms and conditions of expondo GmbH apply