



## Merchandise Return Form

freakware GmbH  
RMA & Service

Karl-Ferdinand-Braun Str. 33  
50170 Kerpen  
GERMANY

\_\_\_\_\_ name

\_\_\_\_\_ customer number

\_\_\_\_\_ billing number (please include copy of original receipt!)

\_\_\_\_\_ phone

item number	quantity	product description

**Please note: Do not remove connectors soldered to ESCs, batteries, motors, etc. !**

**Reason for return/error description (add supplement if necessary):**

\_\_\_\_\_

**Demand:**       exchange                       crediting                       reorder

other: \_\_\_\_\_

**Banking:** Account holder: \_\_\_\_\_ Bank name: \_\_\_\_\_

Account no.: \_\_\_\_\_ Bank identifier code : \_\_\_\_\_

**IMPORTANT!**

Please note that the original packaging is not bonded and/or used for transport. Take care for a safe return and pack with care (e.g. pack in original packaging + padded packaging). Again and again we receive returns with heavily damaged items due to poor packaging! We are not responsible for damaged items that have been packed incorrectly. Additionally note that it is not a safe shipping method to send goods in a letter or uninsured parcel. We are not responsible for returns that get damaged, lost or stolen in transit! Most parcel services offer standard shipping methods that are automatically insured up to a certain value. If you are using a different carrier or send in goods of a higher value, please insure these at your own expense! For more information contact your carrier.

For goods that verifiably did not come from us, we will charge a processing fee of at least 15 EURO (depending on the induced internal expenses) and send them back not prepaid and per cash on delivery.

Also if the specified error cannot be confirmed, we will return the item to the sender and charge a processing fee of at least 15 EURO (depending on the costs for internal expenses like test setup, etc.) according to our business terms and conditions.

**For additional information about the return process please visit our website:**  
<http://www.freakware.com/RMA/>

**Client**

date/signature/stamp

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