



Checklist for return goods shipments

To speed up the processing of goods complaints, when returning items please ensure that you:

- Complete the form and give an exact description of the fault.
- Enclose the completed and signed form with the return shipment.
- Enclose a copy of the invoice and / or delivery note with the return shipment
- Send return deliveries carriage paid, otherwise they cannot be accepted.

The processing of returned goods is governed exclusively by the general terms of business of Brütsch/Rüegger Tools Ltd. Goods can only be processed and accepted back if returned complete and in the original packaging. No liability is accepted for damage caused by inappropriate handling or packaging. We regret that we will be obliged to return to you, carriage forward, shipments which do not comply with these requirements



Important note

The more precisely you describe the fault, the quicker your goods will be returned. When returning goods, please ensure they are adequately cushioned and packaged.

Should a thorough technical examination of goods returned as defective fail to reveal a fault, we reserve the right to return them and charge for the testing, handling and shipping costs involved.

If you have any questions, our Service Centre staff will be pleased to help.

Brütsch/Rüegger Tools Ltd.

ServiceCenter

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