



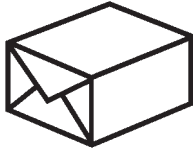
ON-N-04/08

Internal Number

Please fill out and send this form along with any items that you wish to return. All returns are processed as fast as possible. During the catalogue release period the process may take a little longer than usual, please do not send threatening letters, we work as fast as humanly possible!!

RETURN FORM

Standard returns should go to the following address:



EMP Returns Service
Darmer Esch 73
49811 LINGEN
GERMANY

Dear customer, you have just received a delivery from us. We take this opportunity to thank you for ordering at EMP.

Right of withdrawal

You can revoke the contractual statement within two weeks, without stating reasons, in writing (e.g. letter, fax, e-mail). Alternatively, if you received the object prior to expiry of the withdrawal period, you can revoke the contract by returning the goods. The revocation period starts upon receipt of this instruction, but not before the recipient receives the goods, and not before performance of our information obligations pursuant to § 312c Para.2 of the German Civil Code (BGB) in conjunction with § 1 Paragraphs 1, 2 and 4 of the German Civil Code Information Ordinance (BGB-InfoVO). Timely dispatch of the revocation or the object in question will suffice to meet the revocation deadline.

The revocation must be addressed to:

EMP Returns Service · Darmer Esch 73 · 49811 Lingen · GERMANY
Fax: +49 (0) 591 – 91 43 20 · E-mail: mailbox@emp-online.com

Revocation consequences

In the event of valid revocation, the work or services rendered by either side must be returned. If you are unable to return the work or services received, or can only return them in a deteriorated condition, you must, to that extent, pay compensation (= money). A 'deteriorated condition' refers, for example, to altered, laundered or worn textiles, shoes or similar. In the event of objects having been surrendered, this shall not apply if the deterioration of the object is due solely to an inspection of the object, such as would - for example - have been possible in a store. For the rest, you can avoid the obligation to render value compensation for deterioration to the object caused by proper use by abstaining from using the object as your property, and refraining from anything which could impair the object's value. Objects which can be sent as a parcel should be returned at our risk. Objects which cannot be sent as a parcel will be collected from you. You must bear the cost of the return if the goods correspond to those ordered, and if the price of the returned object does not exceed 40 EURO, or if - in the event of the price of the object being higher - you had not yet rendered counter-performance, or a contractually agreed partial payment, at the time of revocation. Otherwise, we will reimburse you for the return costs. Obligations to render payment must be met within 30 days. That period starts for you upon dispatch of the revocation or the object, while the period starts for us upon receipt.

The right of revocation does not cover audio or video recordings (e.g. CDs, LPs, DVDs etc.), or software, if you have removed the shrink-wrap from the data carriers supplied, or unsealed them. Journals and newspapers are also not covered by any right of revocation, and nor are contact lenses and the associated care solutions once the sterile packaging has been opened.

- End of the revocation instruction -

Please return goods in original packaging and condition to us. Please send rings in a padded envelope.

Keep on rockin', your Service-Team

Regardless of whether exchanging or claiming on defective goods: Please pay all shipping costs for the return shipment to EMP! In the case of a qualified return (defective goods, delivery error etc.), the shipping costs for the return will be refunded by us.

Note: Batteries do not belong in household refuse. As the consumer, you are legally obliged to return used batteries. You can hand in your old batteries at public collection points in your community, or any place where batteries are sold. Of course, once they are used, you can also return the batteries you got from us to the following address:

Batteries containing hazardous materials are marked with this sign:

Pb = Battery contains lead
Cd = Battery contains cadmium
Hg = Battery contains mercury



EMP Retourenservice · Gebrauchte Batterien · Darmer Esch 73 · 49811 Lingen · Germany

K-Nr.:

A-Nr.:

Customer No.:

Invoice-No.:

Name

Address:

ZIP Code/City:

Country:

Please fill out the entire form! Thank you!

EXCHANGE / CLAIM

Table with columns: Item No., Title, Size, Item Price, Code: Reason for return

RETURN REASONS

Please enter the two-digit code number indicating the reason for the return in the table. Please mark where the fault is with a cross!

The item doesn't fit

- Too loose / too large: 81 Chest, 82 Waist, 83 Bottom / hips, 84 Arm or leg, 85 Overall
Too tight / too small: 91 Chest, 92 Waist, 93 Bottom / hips, 94 Arm or leg, 95 Overall
Too long: 86 Arm or leg, 87 Overall
Too short: 96 Arm or leg, 97 Overall

Order / Delivery

- 41 Wrongly ordered
42 Wrongly delivered
43 Delivery arrived too late
44 Other order / delivery related problem*

Magazine Depiction

- 51 Item is different to that advertised
52 Colour is different to that advertised

I don't like the item

- 31 I don't like the material
32 I don't like the Design / Cut / Colour
33 I expected something better for the price
34 Other*

Quality

- 61 Item is damaged / broken
62 Material / Production Fault
63 Other Quality related problem*

Please mark fault here



- Front
Back



- Front
Back

* Please describe the problem in more detail:

CD/DVD/LP Error: Timeframe:

Refund by Bank Transfer

IBAN SWIFT-BIC

Name of Account Holder:

Please send me the following items in exchange for the returned goods:

Table with columns: Item No., Title, Size, Item Price

If the value of the substitutes exceeds the value of the returned items, I will pay the difference by:

Advanced Payment

After receipt of your order we will send you a confirmation/request for payment including all necessary details (ideally by e-mail). After you have remitted the amount, we will deliver the goods. There are no charges for the remittance. Shipping and packaging are free.

My e-mail address:

C. O. D. (Cash on Delivery) C.O.D. deliveries are subject to an additional fee of 3,00 € (plus payment-slip fee at post office). Shipping and packaging are free.

Credit Cards No additional fees charged Shipping and packaging are free Eurocard/Mastercard Visa

Card Number: CVC Code: Valid until:

Date and Signature:

Name of credit card holder (if different from person ordering):