

# Complaint/Reclamation/Return



Please complete form and send it to us to: [info@isomerlab.com](mailto:info@isomerlab.com) for review. Its obligated. After approval of goods and inspection you will receive a credit note/refund.

Company name / Customer

Contact person

Date

Number of order/invoice

Article number /name you returning item

Article description

Quantity

## Why do you want to return your ordered item ? ( Mark and write )

Item is defective , please give a detailed description of the defect description:

Item was ordered incorrectly by mistake. We ask for a credit note/refund.

Wrong item delivered

Explain :

What have you ordered what was delivered name it / photo it

## Complaints :

Article was not complete items were missing

Specify

Goods/Chemicals/Items/Articles were damaged during transport

Please Note: you are obliged to provide us with photo evidence of damaged goods during transport, where it is clear/proven that the goods were damaged during transport, if the goods were damaged during transport, you are obliged to immediately make a report with the driver and obtain a statement from the driver about the damaged goods upon delivery, including the driver's signature and declaration, and obtain information about the driver and all data of operator of the transport company with photos.

What was the condition of the packaging on delivery?

damaged

undamaged

is damage visible from the outer packaging ?

yes

no

Did you document the external damage when you picked up the shipment from the driver?

yes

no

### **Please Note :**

- Items returned for credit /refund must be unused and in their original packaging. The packaging or unit
- must not be damaged. The goods must be in a perfect condition.
- Fees may apply on returns for Building Blocks/Custom Synthesis/Laboratory Equipment

### ● **Complaints :**

● **Complete/filled protocol for Return/Complaint/Reclamation was issued by Person :**

CAPITAL LETTERS NAME :

DATE :

STAMP IF APPLIED :

TOWN :

SIGNATURE :

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