

To simplify the return process as much as possible, we kindly request you to fill out the following return form and include it with your return.

A Customer information		
<i>Customer number</i>	<i>Company</i>	Data privacy notice: This form collects and processes data. You can find all information about the processing of your data and your rights as a data subject in our privacy policy at beyer-und-mueller.de/datenschutz.html
<i>Salutation</i>	<i>Contact person</i>	

B Order details <i>(We kindly request at least one reference)</i>		
<i>Order confirmation number</i>	<i>Delivery note number</i>	<i>Invoice number</i>

C What should happen with your return? <i>(bitte zutreffendes ankreuzen)</i>	
Complaint Wrong item delivered Wrong item ordered Quality issue <i>(Please provide a detailed description of the problem under section D)</i> Other issue <i>(Please provide a detailed description of the problem under section D)</i>	Goods return Wrong item delivered Wrong item ordered Quality issue <i>(Please provide a detailed description of the problem under section D)</i> Other issue <i>(Please provide a detailed description of the problem under section D)</i>
Desired resolution <div style="display: flex; justify-content: space-around;"> Replacement Refund </div>	

D Item information			
Pos	Item number <small>(gem. Lieferschein oder Rechnung)</small>	Quantity	Reason for return / detailed description of the issue
1.			
2.			
3.			

The return of defect-free delivered goods is subject to the following conditions:

- Returns of goods are only possible after prior consultation.
- For stock items, a restocking fee of 20% will be charged, with a minimum of 25€
- The return request must be made within 6 weeks from the date of delivery by BMH
- The cost of return shipping is the responsibility of the customer
- The return of custom-made products is excluded
- Returned items must be in perfect condition
- In case of non-compliance with the conditions, we reserve the right to return the items at your expense.

Please send the return in its original packaging to:

Beyer & Müller GmbH & Co. KG
 Am Lindenkamp 55
 42549 Velbert (Germany)

If you have any further questions or concerns, please feel free to contact your customer representative. You can find the contact details on the delivery note or the invoice for your order.

We appreciate your trust and will process your complaint as quickly as possible.