

RETURNPROCEDURE

1. Request a return form via **e-mail** sales@schiefer.nl.
2. Fill in the form **completely** per **article**.
3. Send the filled in form back per **e-mail** to sales@schiefer.nl.
4. You will receive a **RMA number** from Schiefer.
5. Clearly state the **RMA number** on the outside of the packing of your return shipment (not on the packing of the lamp or the lamp itself).
6. Our service department will **assess** if you are entitled to a refund or replacement and will contact you for further processing.

Conditions

- Only completely filled in forms will be processed.
- Return shipments are only possible with a RMA number.
- Returns that are not warranty related must be reported within 8 working days after delivery.
- In some cases, the customer may collect returns and combine them into one shipment. However, the return must be reported immediately in connection with the warranty time.
- If the complaint is justified, we will fully or partially credit the product or send a replacement model.
Compensation:
 - 2-year warranty - defective within 2 years: new product.
 - 3-year warranty - defective in the 3rd year: 50% discount will be given on the purchase of the replacement.
 - >3 -year warranty: 25% discount will be given on the purchase of the replacement.
- If the complaint is declared unfounded, we will contact you and we will return the lamp with the next shipment.
- The warranty applies only under normal use and normal circumstances.
- Returning products without a quality problem is only possible in consultation with Schiefer.
- Schiefer reserves the right to calculate 10% handling costs (on the invoice value of the returned products) in the event of unfounded complaints.
- Also, see the Schiefer general terms and conditions.