

\* Mandatory information

Name\* ..... Street, house number\* .....  
 City\* ..... Post Code\* ..... Country\* .....  
 E-mail\* ..... Phone .....

**Returned product(s)**

.....  
 .....  
 Product size colour

**In case of exchange or return** (please enclose a copy of the invoice):

**Within 30 days after purchase from trends and more GmbH, goods are new, complete and without signs of use**

**Exchange** for the following item *(please send the LEUCHTIE without the packaging for a cheaper shipping):*

.....

**Return** and refund of the purchase price *(please send the LEUCHTIE with the packaging):*

My banking details for transferring the purchase amount are

**IBAN:** \_ \_ \_ \_ \_

**BIC:** \_ \_ \_ \_ \_

**In case of complaint:**

**In the event of a complaint, please always contact the dealer from whom you purchased the product (see general information on the back).**

Please tick the applicable options\*

**The product was bought directly form trends and more GmbH**

My customer number or invoice number is..... I would like the defect to be repaired for free within the scope of the three-year warranty. If the repair is not covered by the warranty

I would like to have a chargeable repair.

I do not want a repair with costs and would like the return of my article instead.

**I am not a direct customer of trends and more GmbH and would like to have a chargeable repair**

**We can handle the majority of repairs that are subject to a charge within the scope of our repair flat rate of 10 €. For more information, please refer to the back page, general notes.**

**IMPORTANT** – please describe the defect as thoroughly as possible and send the complete product including batteries:

.....  
 .....

**Date:** .....

**Signature:** .....

**General information and repair costs:**Please note:

For legal reason (sales contract) a claim for the two-year warranty generally exists only towards the retailer, from whom you bought the product. The date of purchase must be proven with evidence (receipt, bank statement, order confirmation etc.).

When purchased directly from trends and more GmbH, we offer our customers a three-year warranty. If you do not have a receipt at hand, the purchase can be traced via our database.

Alternatively, you can have your LEUCHTIE repaired by us at any time for a fee: We can process most of the repairs within the scope of our repair flat rate of 10 € (incl. return shipping costs).

If very extensive work is necessary or if there are defects that are excluded from the warranty (e. g. leaking batteries, bite damage, incorrect handling etc.) additional costs may be incurred depending on the work involved.

After examination of the article we will send you an offer about the costs.

**Return:**

Please check your LEUCHTIE carefully before sending it back to us by referring to the instructions manual [www.leuchtie.com/manual](http://www.leuchtie.com/manual) and our FAQ <https://www.leuchtie.com/faq>.

Should you not be able to remedy the malfunction with this information, we recommend you to consign your LEUCHTIE inexpensively by large letter or maxi letter (tear proof envelope).

If you would like to have a deposit receipt and want to track your shipment, please select the option registered mail to a mailbox („Einschreiben Einwurf“), for example.

Please send the LEUCHTIE with the completely filled out service form and incl. battery pack with batteries to the following address:

trends and more GmbH  
Reklamation  
Hammerweg 123  
92637 Weiden  
GERMANY

For further inquiries:

E-mail: [reklamation@leuchtie.com](mailto:reklamation@leuchtie.com)

Phone: +49 961 470 8 440

**Information on the payment of repairs:**

Should a repair rate be charged, we will send you an offer, our banking data and the intended purpose by e-mail.

For this reason it is crucial to indicate a valid e-mail address.

Of course this will not be used for any other purposes or passed on to third parties.

Please always transfer with the stated purpose of payment so that your payment can be allocated.

Your LEUCHTIE will be repaired immediately after receipt of payment and sent to you.