

Repair and servicing of products from Weishäupl Möbelwerkstätten GmbH

Everyday wear and tear and the elements leave their mark, even on products of the highest quality. Whatever your needs - our Weishäupl Customer Service will soon have your favorite items of furniture looking as good as new again by giving them a general makeover.

You have decided to send your product to our manufactory for repair? Attached, you will find a returns form with which you can notify us of your consignment in advance.

On receipt, we will examine the product in our production department and draw up a price estimate. Once you have approved the repair/cleaning/overhaul, you will receive our order confirmation.

We will process your order on receipt of your advance payment. Alternatively, we can return the repaired goods to you on a cash-on-delivery basis for an additional charge of €10/net.

If you pick the furniture up from our premises yourself, you can pay for the repairs in cash.

Please note the following:

1. Please notify us in advance of return consignments by sending this form by e-mail to **service@weishaeupl.de** or faxing it to +49 8036-9068-99.
2. The goods must be securely packaged for transport (cardboard packaging), and fabric coverings must be dry. If you do not have suitable packaging material, please contact **service@weishaeupl.de**. We can send you suitable packaging at an extra charge.
3. Label the consignment with your return address and send it to:

Weishäupl Möbelwerkstätten GmbH
Neumühlweg 9
83071 Stephanskirchen
Germany

Returns form

(please complete, print out and enclose with every consignment)

Select as appropriate:

- We have commissioned a forwarding agency / parcel service to deliver the following goods to Weishäupl Möbelwerkstätten GmbH for repair:

- (Content) _____

(Number of packages) _____

Delivery will be effected carriage paid. The consignment will be dispatched on _____.

- We hereby commission Weishäupl Möbelwerkstätten GmbH to pick up a consignment comprising _____ (content), _____ (number of packages), _____ (weight in kilos), _____ (packaging dimensions) subject to a charge, on _____ (date).

The consignment is to be collected at the following address:

Name: _____

Contact person: _____

Phone number: _____

Street: _____

Town, zip code: _____

Country: _____

Invoice address

- As collection address, see above
- Invoice address differs from collection address:

Name: _____

Contact person: _____

Phone number: _____

Street: _____

Town, zip code: _____

Country: _____

Returns form

(please complete, print out and enclose with every consignment)

Return address

- As collection address, see above Page 1
- Delivery address differs from collection address:

Name: _____

Contact person: _____

Phone number: _____

Street: _____

Town, zip code: _____

Country: _____

- Collection by the customer

Please send the quotation for repairs

- by e-mail to: _____ or by
- post

Please supply the following information to allow us to effect repairs as quickly as possible and in accordance with your wishes:

Client: _____

Commission: _____

Enclosed accessories (optional) _____

Frame:

- Delivery without fabric covering
- Complete inspection for repairs; the following defects were found:

- Other: _____

Covering:

- Delivery without frame
- Repair holes/tears (by sewing on patches in the covering color)
- Replacement of damaged sections (necessary in the case of large holes/tears). Colors may deviate, depending on age and color.
- Cleaning (where necessary, removal of spots of mildew)
- Other: _____
- New covering fabric
 - Replace with same covering version, dispose of old covering free of charge
 - Desired color _____
 - With valance