



Return Consignment / Warranty Claim Form

Dear customer,

we are committed to your satisfaction and will happily process your return or repair. To return the item, please follow the steps below:

1. Get your RMA number:

Fill in the RMA- Form completely. Leave the field "RMA number" blank. Send us the form per Mail to info@laundryplace.de. We will send you an RMA number immediately

2. Fill in the RMA number

After you receive the RMA number; please complete the RMA- Form.

3. Pack the items:

All returns must be properly and securely packed according to the ESD guidelines. The customer assumes responsibility for the product until received at our facility.

Use the complete RMA- Form as delivery note (just put it in a window envelope). Always send the complete RMA- Form with the items. Returns will not be accepted without an RMA- Form. Apply the RMA number to the outside carton.

4. Final check...

Did you include everything?

- Product
- Complete RMA- Form
- Detailed description of defect on the RMA- Form. If necessary, please use an additional page
- RMA number clearly visible on the outside carton

5. Off we go!

Now you can mail your package. Please note, that we cannot accept unfranked returns or returns without an RMA- Form.

Important! Please note:

The fee for re-storage of new unused spare parts: 10% of the purchase price, a minimum fee of 25 €, a maximum fee of 250 €.

We will not accept any returns that had been special orders