

RETURN AUTHORISATION DOCUMENT

(for reporting a complaint or requesting a return)

- Your contact person at TVH:
- Customer number (*):
- Company name (*):
- Contact person (*):
- Tel.:
- Fax:
- E-mail:

Brand	Part number	Quantity	Delivery note	Return reason
			/	
			/	
			/	
			/	
			/	
			/	
			/	



Remember: A complaint relating to transport damage must be indicated on the consignment note and reported in writing to TVH within twelve hours after the delivery of the goods. A complaint relating to visible defects or non-conformity with the order must be reported in writing to TVH within 48 hours after the delivery of the goods. Any other complaint must be reported in writing to TVH within no more than 3 months after the delivery of the product.

Please provide a clear explanation of the reason for the return, and give as much information as possible, so that your request for a return can be processed as promptly as possible.

Damage not described on the return request form will be regarded as incidental damage, occurring after the completion of the return authorisation form. TVH cannot be held liable in such a case and incidental damage may thus be a reason to reject your complaint or your request for a return. All costs will then be payable by you.

You can also fill in this form on line or download it via TVH QuickSource and our web services, or you can find it at www.tvh.com or ask for it via info@tvh.com

Important note: All fields marked with an (*) must be completed.

Consult the General Conditions of Sale at www.tvh.com



PARTS DIVISION

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