

SENDER

Return number

Customer number

First name, Last name

Street, Street no.

ZIP, City

RECIPIENT**YT INDUSTRIES GMBH**

Abteilung Customer-Service

Pilatus Campus 9

D - 91353 Hausen

RETURN COVER LETTER

WHAT TO DO:

1 The goods (incl. packaging & accessories) have to be in **flawless condition**.**2** Only return **clean and unused** goods.

WHAT'S WRONG?

Of course, we strive for improvement at any time – with regard to our product range and service. That's why we kindly ask you to inform us about the reason for cancellation. **Many thanks!**

1 Wrong delivery**3** Ordered for approval**5** Does not have the function described**2** I don't like the colour / look**4** Wrong size**6** Defective (please explain)

Number	Article number	Description	Reason	Explanation Any other reasons?
<input type="checkbox"/>			<input type="checkbox"/>	
<input type="checkbox"/>			<input type="checkbox"/>	
<input type="checkbox"/>			<input type="checkbox"/>	
<input type="checkbox"/>			<input type="checkbox"/>	
<input type="checkbox"/>			<input type="checkbox"/>	
<input type="checkbox"/>			<input type="checkbox"/>	

Bank details for repayment

IBAN

BIC

GOOD TO KNOW!

Service & Support • MON-FRI. 10.00am - 6.00pm • Phone: + 49-9191-736-305-0 • Fax: + 49-9191-736-305-55 • service@yt-industries.com

All YT shipments are enclosed this form. It does not entitle to the return or exchange of goods that are non-returnable.

You can find our cancellation policy under www.yt-industries.com.

To be filled out by YT:

Date of receipt:

Goods checked:

WR: RKL:

Processed by:

CANCELLATION POLICY

YT INDUSTRIES GmbH | Pilatus Campus 9 | 91353 Hausen | Germany

CANCELLATION RIGHT

You may cancel this contract within 14 days without stating reasons. The cancellation period amounts to 14 days from the date of goods acceptance by you or a third party designated by you (that is not the carrier).

To exercise your cancellation right you have to send us an express declaration notifying us about your decision to cancel this contact (e.g. by mail letter, fax or e-mail) to:

YT Industries GmbH
Pilatus Campus 9
91353 Hausen
Deutschland

Phone: +49 (0) 9191 / 736 305-0
Fax: +49 (0) 9191 / 736 305-55
E-Mail: service@yt-industries.com

You simply have to submit the notification on the exercise of the cancellation right before expiry of the cancellation period to comply with the cancellation period.

CONSEQUENCES OF CANCELLATION

If you cancel this contract, we will refund any payments received including the delivery expenses (except for additional costs resulting from selecting a different type of delivery than the most favourable standard delivery offered by our company) promptly and no later than 14 days from receipt of your cancellation of this contract. We will use the same method of payment for the refund as you used for the original transaction unless we explicitly agreed otherwise; we will never charge extra for such refund. We may refuse refund until having received the returned goods or until you have provided proof that you returned the goods – whichever is earlier.

You have to return or surrender the goods promptly and in any case no later than 14 days from the date notifying us about the cancellation of this contract. Compliance with the return period requires sending the goods before the expiration of the 14 days. You have to bear the direct costs of returning the goods.

In case of cancellation you shall provide value replacement for a loss of value resulting from a handling of the goods that would not have been required in order to check the quality, condition and functions of the goods. This is the case if the goods were not used on the street, trails in bike parks, forests or similar routes. Returned goods will only be accepted unworn and unwashed in their original condition.

EXCLUSION/EXPIRY OF THE CANCELLATION RIGHT:

Pursuant to Sect. 312g Para. 2 German Civil Code (BGB) the cancellation right shall, amongst others, not apply to contracts for the delivery of goods that are not prefabricated and for the manufacturing of which an individual selection or designation by the consumer is required, or that are clearly tailored to the personal needs of the consumer, and it shall expire prematurely for contracts of sealed goods that are not suitable for return due to reasons of health protection or hygiene when their seal has been removed after delivery.

If items delivered have obvious material or manufacturing defects – including transport damage – we kindly ask you to complain about such defects to our company or the shipping company employee delivering the respective item. However, if you fail to complain about the defect, this shall have no consequences for your statutory rights.

Any defects of the purchased item occurring during the statutory warranty period shall be subject to supplementary performance, removal of defects/new delivery as well as – subject to the respective statutory prerequisites – further claims for reduction or withdrawal as well as damages, including compensation for the damage instead of performance as well as replacement of your futile expenditure, at your discretion. If we grant you a seller's guarantee, the respective details shall be contained in the guarantee conditions. Guarantee claims shall exist irrespective of the statutory claims/rights.

END OF CANCELLATION POLICY

RETURN

The automatic registration of your return in your online customer account helps facilitate processing.

WHAT TO DO:



HOW TO RETURN GOODS:

You can return goods received without stating reasons within a period of two weeks. We will fully refund any payments made.

STEP 1:

Register your return in the online shop under the menu item "Cancellation" or in your customer account. After successful registration of your return you will receive a return slip and label.

STEP 2:

Print the return slip and label. If you cannot print the return documents, please contact our customer service:

Phone + 49 (0) 9191 736 305 0

E-Mail service@yt-industries.com

STEP 3:

Place the article you would like to return in the original packaging and enclose the printed return slip and a copy of your invoice.

STEP 4:

Attach the return label to the packaging.

STEP 5:

Deliver your package to a shipping centre of your choice.