



Leaflet – Returns

Dear clients,

Returns are treated within 30 days upon receipt of the goods.

Special orders and IT accessories (for example cartridges and toners, etc.) will be treated separately and can require till 60 days of administrative work after return of the goods.

- Defect IT accessories (cartridges, drums, printer ribbons) can only be credited if there is an exact fault description and a sample impression or test impression provided.
- Cartridges which have not been ordered with us within the last 3 months will not or only partly be credited.

You will receive for each return a message if the goods are credited or not and this with an Explanation.

Please note the following points:

- Do not hand out orders on returns.
- Enclose a copy of the delivery note or use the returns from our website. Otherwise a treatment fee of 10 % of the goods value, at least SFr. 10.--, will be charged.
- Indicate the reason of your return.
- Describe the defective articles in detail. Enclose, if possible, a sample impression of the toner or cartridge.
- Goods can only be credited in original packaging or in undamaged state.
- With goods, which arrive 30 days upon receipt of the order, we will charge you a treatment fee of 10 % of the goods value, at least SFr. 10.--.
- Mark the repair works clearly. These will be transferred by us directly to the repairs department.
- If you are supplied by our driver, you may give the returns directly to him.
- If you are supplied by the post, please get in touch with our customer service.
Phone: 052 320 20 20.

Thank you very much for your support.

Should you have any queries, please do not hesitate to contact us.

Your quality management team of Schoch Vögtli AG

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Mark or state reason for return on the delivery note.	Only for postal shipping: Call customer services and request a return label. It will be sent to you as a PDF.	For postal shipping: Put delivery note together with the defective article into the package and stick the return label on it. Via chauffeur: Put the delivery note together with the defective article into the Logbag or Logbox, respectively.	The goods can be returned: <ul style="list-style-type: none"> • by post, • by Päcklipunkt • via our chauffeur. 	Following receipt the article will be checked and a credit note issued.