

Return form



Important notice:

Please contact us before returning any goods.
This form is not necessary to exercise your right of return.

Teufel hotline:

00800/200 300 400 (English-speaking)
+49 (0) 30/300 930-0 (German-speaking)
Monday-Friday 10.00-18.00 h

Please fill in this form carefully, before contacting us!

The more information we have, the more quickly we are able to process your returns.
Thank you for your cooperation!

System / Product description:

(see invoice / delivery note)

Invoice number:

(see delivery note, e.g. 30012345)

Invoice date:

Customer number:

(see delivery note, e.g. 10012345)

Serial number:

(see back side of the device, e.g. M0 04007480121A)

Customer / Sender:

Last name:

First name:

Email:

Telephone number:

Bank account: (Only if you paid using bank transfer and expect a reimbursement)

Account holder:

Bank:

IBAN:

BIC:

Cause of return:

Please state the cause of your return. This data simplifies the handling of your request.

Wrong delivery

Did not like the product

Visual appearance

Sound / Output

Construction quality

Other reason:

Defect (Visual):

Dents / Scratches

Grid deformed / broken

Quality of the finish

Screw threads askew

Defect (Technical):

LED defect

Subwoofer hums

Sound incorrect / distorts

No sound / display on

No sound / display off

Defect (Mechanical):

Bass reflex pipe loose

Controller defect

Disc tray jammed

Rattles (loose component)

Return Instructions

Right of return

You are entitled to return goods that were delivered to you without stating a reason within two weeks. The period begins following receipt of these instructions in text form (for example, as a letter, fax or e-mail), not, however, before receipt of the goods by the recipient (in the case of multiple deliveries of same product type, not before the first partial delivery is made) and also not before we have honoured our obligations to inform in accordance with Article 246 § 2 in conjunction with § 1 Clauses 1 and 2 EGBGB as well as our obligations pursuant to § 312e Clause 1 Sentence 1 BGB in conjunction with Article 246 § 3 EGBGB. Only if goods cannot be returned by parcel post (for example, if the goods are bulky), you can also declare their return by requesting in text form that they are taken back. The period is adhered to if the goods are dispatched or the request that they be taken back is made in time. Goods are always returned at our risk and expense.

Please **return goods** to:
Lautsprecher Teufel GmbH
Liebigstraße 92
22113 Hamburg, Germany

Please send the **request that the goods be taken back** to:
Lautsprecher Teufel GmbH
Bülowstraße 66
10783 Berlin, Germany

Fax: +49 (0)30 / 300 930-930
E-mail: verkauf@teufel.de (German-speaking)
E-mail: service@teufelaudio.com (English-speaking)

If you request that the goods be taken back they will be collected from you.

Consequences of the return

In the event of an effective return, any benefits received by either party shall be restituted. If necessary, utilised advantages (such as advantages realised through item use) shall also be restituted. We have the right to claim compensation if the returned item has deteriorated in value. This does not apply if the deterioration of the item was caused solely by testing the item - the type of testing that might take place in a retail store. You can avoid paying compensation for the deterioration of an item by not handling it as though it were your property and avoiding anything which may decrease its value. Obligations to refund payments must be fulfilled within 30 days. For you this period starts on the date that the item or notice of return is sent; for us it begins upon receipt.

Financed transactions

If you have financed this contract by means of a loan and if you exercise your right of return, you are no longer bound by the loan contract if both contracts constitute an economic unit. This is to be assumed in particular if we are concurrently your lender or if your lender calls upon our assistance with regard to the financing. If we have already received the loan when revocation or return becomes effective, your lender shall be subrogated in relation to you to our rights and obligations ensuing from the financed contract with regard to the legal consequences of revocation or return.

If you want to avoid a contractual commitment as far as possible, exercise your right of return and revoke your declaration of intent aimed at concluding the loan contract.

End of the return instructions

Exceptions to the right of return

Pursuant to § 312d IV BGB there is no right of return in respect of distance selling contracts:

1. covering the supply of goods that are made according to customer specification or are clearly tailored to suit the specific needs of the customer or, due to their nature, are not suitable for a return. The same applies to goods that can become ruined quickly and to goods where the expiry date has been or will be exceeded.
2. covering the supply of audio or video recordings or software if the consumer has unsealed the delivered data carriers.

General information on returns

a) In order to facilitate the allocation and internal processing of your return, you would be doing us a great favour if you could inform us of the product return in advance by making a brief phone call to +49 (0) 30 / 300 930-0 (German-speaking) or 00800-200 300 400 (English-speaking). This helps us to keep the expenditure, and thus also the costs involved for us when handling a return, as low as possible which ultimately is of benefit to our customer.

b) You may only return individual components from a set if Lautsprecher Teufel also offers these components for sale separately. If one or several individual components are returned from a set, this voids the discount that Lautsprecher Teufel grants for all components within a set within the context of the set price. Therefore, for the returned components, the customer only receives the difference between the set price and the purchase price of the individual parts that he retains. In financial terms the customer is in the position he would have been in if, from the start, he had purchased the components he retains at the unit price. For example: The set price is EUR 500.00, the total of the unit prices is EUR 700.00 (satellite speakers at a price of EUR 450.00 and a subwoofer at a price of EUR 250.00). If the subwoofer is returned, the refund amount is worked out from the difference between EUR 500.00 set price and EUR 450.00 (total of the unit prices of the satellite speakers that the customer retains) and amounts to EUR 50.00. If the satellite speakers are returned, the refund amount is worked out from the difference between EUR 500.00 set price and EUR 250.00 (price for the subwoofer that the customer retains) and amounts to EUR 250.00.

c) Please avoid damaging and contaminating the goods and their packaging. Send the goods back to us in their original packaging and together with all accessories and any packaging parts if at all possible. We would be grateful if, where necessary, you could use additional external protective packaging. If you no longer have the original packaging, please use suitable packaging that sufficiently protects the goods against damage when in transit.

d) Please note that the modalities referred to in Paragraphs a) - c) are not a prerequisite for effectively exercising your right of return.

For customers outside of Germany, a separate procedure exists for organising returns depending on which country the product is being returned from. Please call our customer service at **00800/200 300 400 (English-speaking) or +49 (0) 30/300 930-0 (German-speaking)**.

Please include the filled-out return form (on the back) when returning a product. The form is not necessarily needed to successfully complete a product return, though. Please include your bank account information if you expect to be reimbursed by Teufel.

The more clearly and precisely you fill out the return form, the more quickly we will be able to process your return.