

## **IMPORTANT INFORMATION ON RETURNS AND COMPLAINT**

Dear customer,  
in order to ensure a smooth process for returns and complaints  
please follow the instructions below:

### **1. Return only in new condition:**

Returns are only possible if the products show no signs of assembly and are in new condition. If you assemble parts without being sure whether you will keep them, assemble them very carefully and do not tighten the screws.

### **2. Use only original packaging:**

Please pack the products carefully and use the original packaging. Make sure that no screws, adapters or other assembly materials are placed in the product packaging without protection to avoid damage during transportation. Send the products in an outer box (the product packaging/box must arrive in a new condition).

### **3. Immediate notification of defects:**

Check your orders for completeness and damage as soon as you receive them. If you receive goods with defects, please report them to us immediately before the parts are assembled. Complaints are no longer possible after assembly.

**You can find the form of return on the back.**

Many thanks for your help and support!

Your Classicbike–Raisch Team

## RETURN FORM

We regret that our product does not meet your expectations.  
Please fill out the return form completely and send it back within  
14 days, together with the parts, to the following address:

**Classic-Bike Raisch GmbH**  
**Röntgenstraße 23d**  
**33378 Rheda-Wiedenbrück (Germany)**

**For queries: +49 (0)5242 / 906137**  
**info@classicbike-raisch.de**

Last name/First name: \_\_\_\_\_

Company: \_\_\_\_\_

Phone number: \_\_\_\_\_

E-Mail: \_\_\_\_\_

The parts were delivered with invoice number \_\_\_\_\_ on \_\_\_\_\_

I would like to return the following parts:

Part number	Description	Quantity

May we ask why you want to return the parts? Is there something wrong with the parts, do they not fit? Your feedback is very important to us.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

The purchase price will be refunded to the original method of payment.  
If payment was made by bank transfer, please send us the IBAN number.