

Return form



otara GmbH
Retourenabteilung
Windmüllerstr. 3
59557 Lippstadt
Germany

otara GmbH

Mastholter Str. 168
Germany 59558 Lippstadt

Phone +492941 2560560
Mail RMA@otara.de
Web www.otara.de

Date:

Customer number

Company name

Contact person

Address (Street, Postal Code, City, Country)

IBAN

BIC (Only for banks outside Germany)

Note: Please fill out all fields carefully. The address will be used for potential replacement/return shipments. IBAN is mandatory to process the credit payout.
If you already have an IBAN on file with us and it remains valid for the credit payout, leave the field empty.

1. Please complete the returns form for submitting a complaint. Additionally, include a packing slip for each item returned (this can be wrapped around the affected item with a rubber band, for example).
2. **Complaints without an enclosed, completed returns form will not be processed and will be returned.**
3. For spare parts where the described defect is attributed to improper use, the right to warranty is forfeited.
4. A notice of obvious defects, which were detectable upon immediate and careful examination, must be made in accordance with our terms and conditions, Section 10, Paragraph 2, no later than 6 working days after receipt of the goods.
5. Voluntary return of new goods is only possible under the following conditions:
 - The item must be in unopened and unmarked original packaging
 - The item must be no older than 30 days (date of sale to date of return)
 - The item is not a „B-stock item“
 - A processing fee of €5 net per item will apply
 - otara reserves the right to exclude an item from the return process if necessary
6. For any questions or uncertainties regarding the processing of your complaint, please contact the Complaints Department directly at Tel. 02941 25 60 5 60 or via email at RMA@otara.de.

Checklist

IBAN filled out
Returns form fully completed
Accompanying documents filled out and enclosed with items

For a successful and prompt processing of your complaint,
please ensure that all items on this checklist are fulfilled.

otara GmbH
Mastholter Str. 168
59558 Lippstadt
Germany

Registry court
Registered office
Managing directors

Amtsgericht Paderborn
HRB 12006
Lippstadt
Guy-Tasso Städtler,
Vincent Hanke

Phone
Mail
Website
VAT ID no.

+492941 256050
info@otara.de
www.otara.de
DE300441812

Bank
IBAN
Swift/BIC

Sparkasse Düren
DE36395501101200961991
SDUEDE33XXX

Accompanying documents

Item no.:

Quantity:

Describe defect in a short sentence. „Defect“ and „Touch“ are not sufficient.

Submission reason:



↑ Where does the error occur? ↑



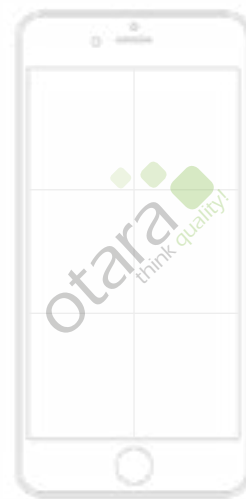
Accompanying documents

Item no.:

Quantity:

Describe defect in a short sentence. „Defect“ and „Touch“ are not sufficient.

Submission reason:



↑ Where does the error occur? ↑



Accompanying documents

Item no.:

Quantity:

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