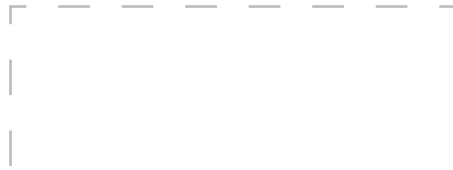


# Complaints form

Date: \_\_\_\_\_  
(please complete and enclose to your return delivery)



Stamp

Baak partner: \_\_\_\_\_ Contact: \_\_\_\_\_

Customer ID: \_\_\_\_\_ Phone: \_\_\_\_\_

Your return-no.: \_\_\_\_\_ **Email:** \_\_\_\_\_

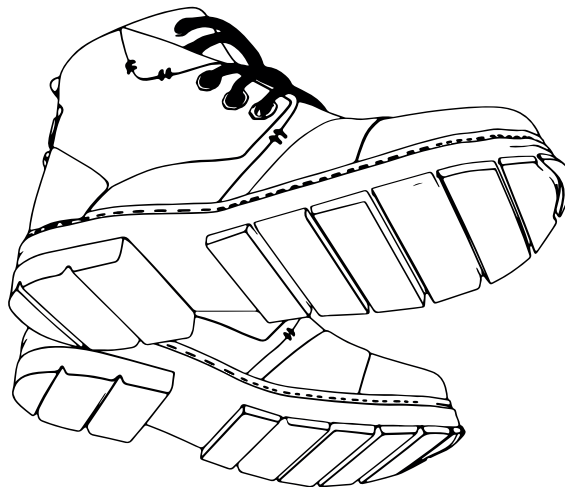
Article-no.: \_\_\_\_\_ Size: \_\_\_\_\_ Date of purchase **end customer** (please enclose receipt): \_\_\_\_\_

Wearing period: \_\_\_\_\_ Field of application: \_\_\_\_\_

Reason of complaint: \_\_\_\_\_

A precise description would help us to assess possible article defects, for finding a quick solution for you. If possible, you may mark the position with a tape on the shoe.

Which shoe is affected?     Right     Left     Both (please mark)



*Please mark the affected position with a cross!*

Outer side

Inner side

Sole

Inside shoe

Desired regulation:     **Credit note**     New shoe (please mark)

Remarks: \_\_\_\_\_

**General information:**

Please send only cleaned shoes for a reasonable check. We do not take warranty for damages or defects caused by improper use, treatment or storage, negligent or incorrect care or overuse.

Please wrap the original shoe box in an additional outer packaging. Return transports have to be pre-paid, otherwise they will not be accepted and reception refused. Please inform us about your postal charges, they will be credited together with the accepted complaint.

**BAAK team quality management**

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