

# Returns

**In order to process returns quickly and easily, we kindly ask you to follow the procedure below.**

- Always contact VBG first to make a request.  
Once agreement has been reached regarding the return, a returns form will be provided with a return number and reason for the return to ensure traceability and ease-of-handling.  
A credit note is issued for approved returns.

**Returns can be credited provided:**

- Agreement has been reached with the stated person at VBG.
- A fully completed returns form (RMA) accompanies the goods (return number, reason for return, name of the person with whom agreement has been reached), along with a copy of the invoice or delivery note. If these documents are missing, the goods will be returned at the dealer's expense.
- The product has not been installed and has no visible damage.  
(Damaged goods will be returned at the dealer's expense).
- The product is returned in the intact, original packaging.  
(A deduction will be made for damaged packaging and repackaging).
- Surplus stock at the customer can, in exceptional cases, be credited at 65% of the invoiced amount, provided the product is not obsolete and VBG is able to sell the product.

2017-05-03