

# ALPENHEAT

the heat is on.

## Returns / Address Sticker

Please use the address sticker on Page 3.

If you are sending one or more products back, you must fill-in and enclose a "Returns Report" (Page 2) for each product, giving as much information as possible.

## Terms and Conditions

- Send the complete product back, including all small parts and accessories
- Fill-out and enclose a "Returns Report" form for each product you are returning
- Enclose a copy of the invoice/proof of purchase
- Stick the address sticker on the outside of the parcel
- Send the product with sufficient postage to the recipient address on the address sticker.
- Shipments from Non-EU countries must be sent to us DDP (Delivered Duty Paid). Parcels that do not meet these requirements will be rejected and returned.
- Repair costs or replacement outside of the warranty period will be charged. You will receive a free estimate.

**Important: ALPENHEAT will not accept any letters/parcels that do not have enough postage!**



# Returns Report

Please fill-out this form and send it together with your returns. The information should be as complete as possible, to ensure that your matter can be processed quickly. Furthermore a copy of your dated proof of purchase/invoice has to be enclosed.

Name:

Address:

Phone number:

Article No.:

Date of Purchase:

Article Name:

Date of Return:

## In the case of exchange:

- |   |   |
|---|---|
| <input type="checkbox"/> Ordered several items to choose from | <input type="checkbox"/> Does not fit                               |
| <input type="checkbox"/> Do not like                          | <input type="checkbox"/> Faulty (please answer the questions below) |
| <input type="checkbox"/> Other (detailed description):        |   |

## In the case of complaints:

### 1: Bootheaters

- |  |  |
|--|--|
| <input type="checkbox"/> No heat                           | <input type="checkbox"/> Heat duration inadequate                                    |
| <input type="checkbox"/> Battery pack cannot be turned on  | <input type="checkbox"/> Not hot enough  |
| <input type="checkbox"/> Battery pack cannot be turned off | <input type="checkbox"/> Insole or cable/plug faulty                                 |
| <input type="checkbox"/> Setting 1 does not work           | <input type="checkbox"/> Does not charge - charger faulty                            |
| <input type="checkbox"/> Setting 2 does not work           | <input type="checkbox"/> Remote control faulty                                       |
| <input type="checkbox"/> Setting 3 or boost does not work  | <input type="checkbox"/> Loose contact - settings change when standing on the insole |
| <input type="checkbox"/> Other (detailed description):     |  |

### 2: Bootdryers

- |  |   |
|--|---|
| <input type="checkbox"/> Timer faulty                  | <input type="checkbox"/> One dryer faulty (Circulation)   |
| <input type="checkbox"/> UV light faulty               | <input type="checkbox"/> Both dryers faulty (Circulation) |
| <input type="checkbox"/> Other (detailed description): |   |

### 3: Heated Clothing

- |  |   |
|--|---|
| <input type="checkbox"/> No heat                               | <input type="checkbox"/> Push button faulty   |
| <input type="checkbox"/> Battery pack cannot be turned on      | <input type="checkbox"/> Does not charge - charger faulty                                   |
| <input type="checkbox"/> Battery pack cannot be turned off     | <input type="checkbox"/> Battery pack fully charged, however turns off as soon as connected |
| <input type="checkbox"/> Battery pack LEDs don't light up full | <input type="checkbox"/> Heating element, cable/plug damaged                                |
| <input type="checkbox"/> Heat duration inadequate              | <input type="checkbox"/> Vest/Jacket faulty   |
| <input type="checkbox"/> Not hot enough                        |   |
| <input type="checkbox"/> Other (detailed description):         |   |

### 4: Heated Gloves/Mittens

- |  |
|--|
| <input type="checkbox"/> Push button                   |
| <input type="checkbox"/> Cable                         |
| <input type="checkbox"/> Battery packs                 |
| <input type="checkbox"/> Other (detailed description): |

### 5: All Other Products

- |  |
|--|
| <input type="checkbox"/> Other (detailed description): |
|--|

Further comments or detailed description of the problem.

**Thank you for your help! Your ALPENHEAT TEAM - the heat is on.**

From:

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AFFIX  
STAMP

please fill-in:

**complaint**

**exchange**

**return**

To:

Alpenheat Produktions- & Handels GmbH  
Kirchweg 1/3  
8071 Hausmannstätten  
Österreich/Austria