

Info

COMPLAINT REPORT

Please use the address sticker on Page 3.

If you are sending one or more products back, you must fill-in and enclose a „Complaint 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 „Complaint 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!**

the heat is on.

THE specialist for heated clothing and shoe drying systems

www.alpenheat.ch



COMPLAINT 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:

E-Mail:

Phone number:

Article No:

Date of Purchase:

Article Name:

Date of Return:

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 - |
| <input type="checkbox"/> Other (detailed description): | settings change when standing on the insole |

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, |
| <input type="checkbox"/> Battery pack LEDs don't light up full | as soon as connected |
| <input type="checkbox"/> Heat duration inadequate | <input type="checkbox"/> Heating element, cable/plug damaged |
| <input type="checkbox"/> Not hot enough | <input type="checkbox"/> Vest/Jacket faulty |
| <input type="checkbox"/> Other (detailed description): | |

4. HEATED GLOVES/MITTENS:

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

5. ALL OTHER PRODUCTS:

Other (detailed description):

Further comments or detailed description of the problem:

From:

.....

.....

.....

.....



Complaint

To:

Second Wind SA

Immeuble des Platanes

19 Chemin du Tsampi

1997 Haute Nendaz

Schweiz