



Pauli + Sohn
Beste Verbindungen

Simple and secure returns processing

Dear customers,

It is our goal to fulfill your wishes as quickly and easily as possible and ensure error-free order processing and punctual delivery.

Should you nevertheless have cause for complaint, we of course want to ensure that everything else runs to your complete satisfaction.

A return for reasons for which we are not responsible is only possible if the goods are received by us free of charge, undamaged and in the original packaging within 10 days after the receipt of the credit request number.

In the event of a complaint/return, we ask you to observe and take the following steps:

- First inform us of your planned return using the form on the back.
- You will receive a returns number for the credit note request. Please quote this returns number on the actual return and in all subsequent correspondence
- Please ensure that your return shipment is properly packed in the original packaging
Kindly note: The product packaging on its own is not suitable for shipping
- Ship the to be returned goods to the following address:
Logistics Center
Robert-Bosch-Str. 5
DE-51545 Waldbroel
- After arrival and inspection of the goods your corresponding credit note will be issued immediately

Please understand that we must charge a handling fee for returns for which we are not responsible. This is 10% of the net value of the goods per return, with a minimum charge of 15 euros. This fee is of course waived for justified complaints.

Thank you for your cooperation!

We look forward to continuing our good cooperation.

Your P+S team

P+S
Pauli + Sohn GmbH
Metallwaren

Sales:
Eisenstraße 2
DE-51545 Waldbroel

Telephone:
+49 (22 91) 92 06-0

info@pauli.de

Administration + Production:
Industriestraße 20
DE-51597 Morsbach-
Lichtenberg

Telephone:
+49 (22 94) 98 03-0

pauli@pauli.de

www.pauli.de

Registered:
Morsbach

Registered court:
Siegburg, HRB 7498

CEO:
Claudia Pauli
Ulf Bertrams

Sales tax ID number:
DE81 2055832

Kreissparkasse Köln

IBAN:
DE 43 3705 0299 0341 0019 75
SWIFT: COKSDE33XXX

Raiffeisenbank
Much-Ruppichterath eG

IBAN:
DE70 3706 9524 0502 2840 10
SWIFT: GENODED1MUC

Postbank Köln

IBAN:
DE19 3701 0050 0307 0395 03
SWIFT: PBNKDEFF

Deutsche Bank AG
Gummersbach

IBAN:
DE18 3847 0091 0022 5441 00
SWIFT: DEUTDEDW384

Commerzbank Siegen

IBAN:
DE69 4604 0033 0814 6565 00
SWIFT: COBADEFFXXX

Registering a return

Pauli International GmbH & Co.KG
sales department
order@pauli.de

This credit request number is issued by P+S and must be noted
in correspondence and on the return package!

R- _____



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Receipt date : _____
Case handler : _____
Finalized date : _____
Credit note no. : _____

Dear customer,

please copy this form for future returns. Many thanks.

Your P+S team

Customer no.	Order number	Invoice number	Invoice date
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Company name	Article no., quantity
Contact person	Article no., quantity
Street, building no.	Article no., quantity
Zip code, city	Article no., quantity
Telephone number	Article no., quantity
Fax number	Article no., quantity
VAT ID no. or tax no. (mandatory)	

Reason for the return:

Date Signature

Internal notes::
