

Service form

(complain | repair | alteration)

internal claim no

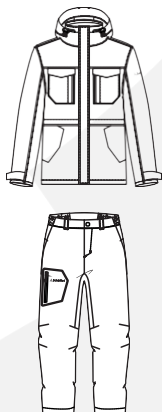
(No. will be issued by Schöffel after receipt of goods)

Please complete this form and enclose it with your shipment.

1. Data

Name	item no.
e-mail	item name
Phone	color size
Address	date of purchase:
City / postal code:	<input type="checkbox"/> Yes
	Copy of purchase receipt enclosed? <input type="checkbox"/> No
	only for warranty cases

2. Reason for submission



Description of the reason for submission and marking on the sketch (left)

- ☐ front
☐ back

I agree to a repair/ alteration up to _____ € gross (+ shipping).


(We reserve the right to process services up to € 25.00 gross + shipping without further inquiry).

**!!! To be filled out in the event of fabric damage!!!**

Note for our service team: How visible should the repair be?

- ☐ no matter, the main thing is functional 

*Visible repair, cost-effective**Example: Textile scar remains visible on the outside, patch/logo is applied, color deviations*

- ☐ As invisible as possible / true to the original 

*Repair is almost unnoticeable, cost-intensive, higher expenditure**Example: Repair with original fabric, additional dividing seams, minimal color deviations, technically best possible repair*

Is your item clean/washed?

Please note that out of consideration for our employees, only washed clothing may be sent in. Unwashed garments will be cleaned without prior agreement at a charge of 27.00 € gross. The impregnation will also be renewed with the cleaning.

NOTES

shipping address

Schöffel Sportbekleidung GmbH
dep. Service Factory
Ludwig-Schöffel-Str. 15
86830 Schwabmünchen
DE

Please ensure that:

- all products may only be sent in washed for reasons of hygiene and processing. Uncleaned goods will be cleaned by us for a fee.
- all pockets are empty.
- all reasons for reason for submission have been clearly described.

Please note that:

- complaints will be repaired and processed free of charge within the warranty period.
- specifying a processing budget significantly reduces the communication effort and ensures a faster processing time.
- normal wear and tear, improper use and personal negligence are not covered by the warranty. We can repair this damage for you according to our price list.
- a color deviation may occur during fabric repairs due to different fabric rolls.
- when making changes (shortening / lengthening), please provide exact details in cm, measured at the inside seam. (Please do not mark out, otherwise the laminate will be damaged)

You wonder why we prefer to repair?

Our repair service ist an integral part of your sustainability philosophy. Our goal is still to ensure that a product is used for as long as possible. In the case of manufacturing defects, wear and tear or damage, we want to repair a product instead of replacing ist. In this way we conserve resources and live ups to our responsibility for the environment and climate.

