

**Do this**

Print the product return form and fill in the required information carefully. We will inform you of the progress of the return through the contact information you provided. If you cannot print the return form, you can write the information on paper.

**Always try to return the product with all its parts. During the repair, we will add all missing parts to the products and charge for them separately.**

The cost of returning the products will always be determined in accordance with Fidelix Oy's General Terms and Conditions. The general terms of delivery of Fidelix Oy are available on the company's website [www.fidelix.com](http://www.fidelix.com)

Include the product return form in your return package and send it to:

Fidelix Oy / Product returns  
Martinkyläntie 41  
01720 Vantaa

**Contact Information**

Company

Contact Person

Phone number

Email address

Reference

**Returning address**

Company

Address

**Billing address** (if different)

Company

Address

**Product information**

Product

Serie number

Replacement product

**Replacement Product:** Please tick the box if you would like us to deliver similar repaired item as a replacement. Once the returned item has been examined and repaired, we will issue a refund invoice and we will only charge for the repair (we will not charge for any repair under warranty). Your original repaired product will remain on our shelf. Note. there are limited availability of repaired products.

**Fault Description / Additional Information** Describe defects in the product as accurately as possible.