

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

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

Fidelix Tech Oy / Product returns
Myllynkivenkuja 1
01620 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.