



## Customer care / returns form

Customer complaints / reparations will be in process only with a filled Customer Care form. The form should be filled in carefully and readable.

Customer Information\*:

Customer number If existing	
First / Second name*	
Street*	
Zip code / Place*	
contact /Email /Phone number*	

Informations driveunit /  
battery

Serial number drive unit**	
Serial number battery** If available	

**Please add an invoice copy!\***

### Pay attention!

If the set wasn't bought directly at GP Motion GmbH or in our online shop, please get in touch with the seller shop/person or contact our add-e support at: [support@add-e.at](mailto:support@add-e.at) or by phone +43 (4242) 59 003. Available from Monday till Friday from 9am till 4pm.

### Reason for reparation / returns \*

Mark with cross where applicable. Be accurate with the description. If necessary add pictures or email correspondence.

Reason for sending	Mark with cross where applicable		
complaint <input type="checkbox"/>	return	<input type="checkbox"/>	
Package includes:	Drive unit <input type="checkbox"/>		
	Battery <input type="checkbox"/>	200 Wh <input type="checkbox"/>	160 Wh <input type="checkbox"/>
	Sensor cable <input type="checkbox"/>		
	Battery cable <input type="checkbox"/>	including bottle cage <input type="checkbox"/>	
	charger <input type="checkbox"/>		
Exact description of the reason / problem			

\_\_\_\_\_  
Place, Date

\_\_\_\_\_  
Sign

\*obligatory fields

\*\*mark with cross where applicable

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