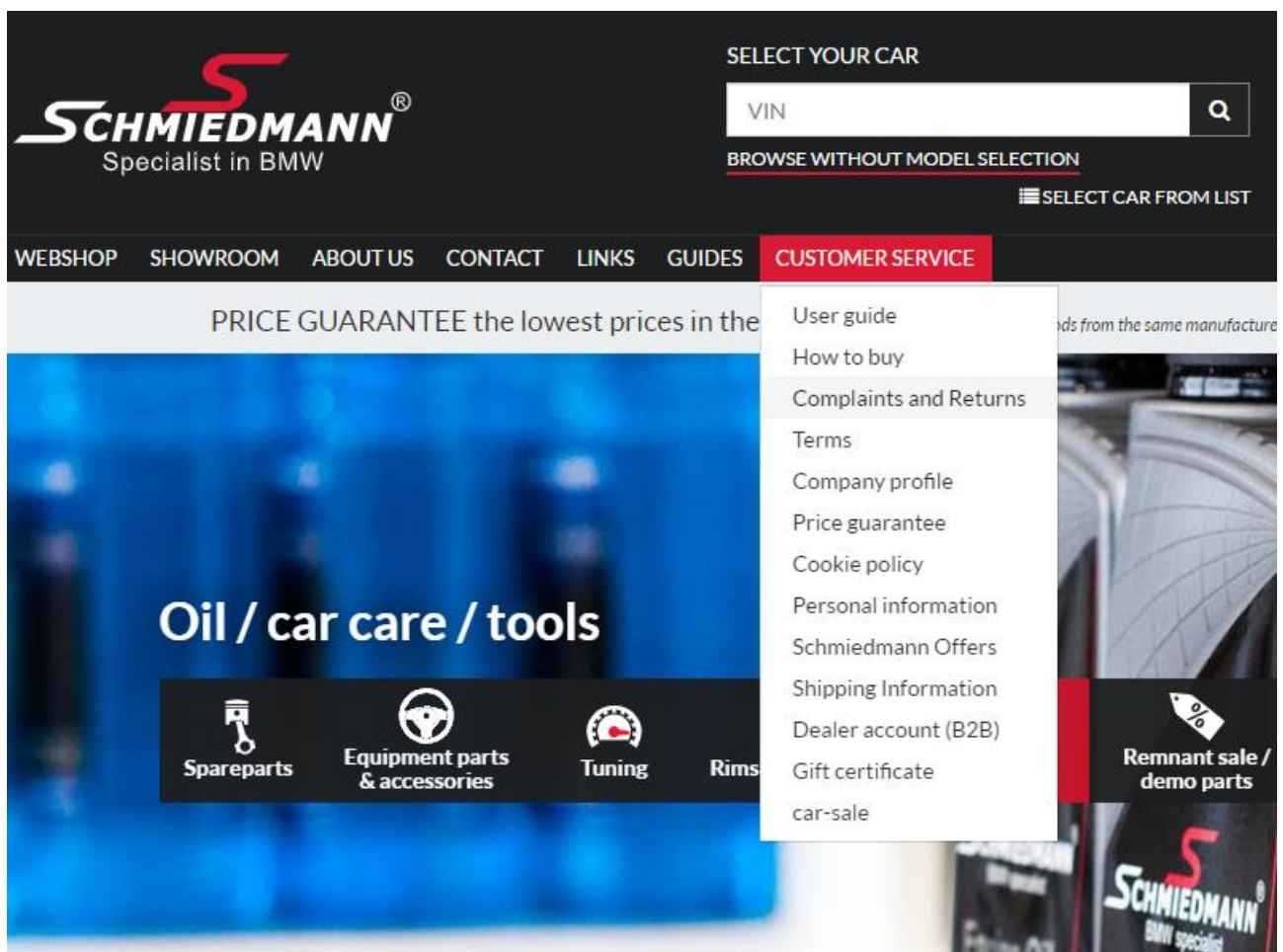


How to do an RMA

STEP 1:

Enter our webpage and click on the scroll down menu **CUSTOMER SERVICE** – Click on **Complaints and Return**

Example attached:



STEP 2:

Return guide will appear, you then have to choose which department you bought the items from:

Schmiedmann Odense

Schmiedmann Nordborg

You will then be asked to type in your Invoice/Receipt number, which you will find on your Invoice – *There is an attached example under the picture of the Return guide*

Then you have to type in your account number, you will find this on your invoice also (Its your customer number) – There is an attached example under the picture of the Return guide

SCHMIEDMANN
Specialist in BMW

SELECT YOUR CAR
VIN

SEARCH OUR PRODUCTS
Product text or product no.

[BROWSE WITHOUT MODEL SELECTION](#)

WEBSHOP SHOWROOM ABOUT US CONTACT LINKS GUIDES CUSTOMER SERVICE /EUR 0,00 EUR

Return guide

Be aware of which department you have purchased the product, it is either Odense or Nordborg, you must return the part to the department where you have made the purchase.

Regarding deposit: The item must be returned after receiving the new part, using the packaging the new part arrived in hoses and tubes must be detached, and the item must be cleaned and free of oil.

Regarding returned items: Regretted purchases or unused parts must be returned in original packaging within 14 days. Do not write or put labels on the original packaging, but send it in a neutral packaging.

Regarding complaints: Be aware that a report must be made, this can often be done via photo / video, and an understandable description of the problem.

If in doubt, we recommend that you contact Schmiedmann by phone about the problem, remember invoice no. We will help and guide you all way.

Department

Invoice/receipt number

Account number



Schmiedmann Odense A/S

Herluf Trolles Vej 15
5220 Odense SØ
CVR-nummer : 29 63 46 02 Telefon : +45 65941545
Bank : 215106001000192200 IBAN :
DE62215106001000192200
SWIFT : SYBKDE22

CUSTOMER NAME
ADDRESS
POSTAL CODE AND CITY

COUNTRY

INVOICE 334116



Date : 27. oktober 2020

Account no: **B116986**

Page: 1/1

Order processed by: SELLER NAME

VAT no.:
Phone: XXXXXXXXX
E-mail: CUSTOMER E-MAIL
VIN no.

Payment: PP-XXXXXXXXXX

Web ordre id: XXXXXXXXX

O.	Article nr.	HS	Article name	Unit price	Qty.	Ex. VAT	PO	COO.	Kg.
Ref. ORDER CONFIRMATION no. 321335 from the 261020									
	36112283460BMW	87089997	19" M5 RADIALSPEICHE 166, RIM SALE, NEVER SEEN CHEAPER!	140,44	4	561,76		DE	14,2

The exporter of the products covered by this document declares that except where otherwise clearly indicated these products are of EU/EC preferential origin.

Amount ex. VAT	VAT %	VAT Total	Amount Total
XXXX	25,00	XXXX EUR	XXXX EUR

Payment: 1 out Weight: 56,8 kg Printed: 10. november 2020 Time: 10:14:10

- First check the item received is correct. Check also fitment
- New items in used condition, or painted items will not be accepted return.
- Any damage / costs arising during installation will not be compensated for
- Return of goods only by prior arrangement. The product must be in its original packaging
- Exceeding the payment deadline will incur an interest charge of 2% a month- There is a 14 day cooling off period according to consumer contract!
- After 14 days it may be possible to return the item if agreed in advance.
- Returns after 14 days are subject to 20% restocking and administration charge

STEP 3:

(Example attached in the buttom)

Fill out the rest with your name, E-mail, phone number

Which items it is about

If it is a return of items

A description of what the claims is about

Attach pictures as documentation of what is wrong and what is being claimed

Press send and our claims department will contact you if there is further questions in your case, all informations and contact will go through your RMA case once you have created it – You will receive notifications on your E-mail about the process and if there should be further questions or informations

Department	<input type="text" value="Schmiedmann Odense"/>
Invoice/receipt number	<input type="text" value="334116"/>
Account number	<input type="text" value="b116986"/>
Name	<input type="text" value="Type name"/>
Email	<input type="text" value="Type email"/>
Phone number	<input type="text" value="Type phone number"/>

Products

<input type="button" value="+"/>	<input type="text" value="4"/>	<input type="text" value="36112283460BMW"/>	<input (original="" 166,="" 9x19="" bmw"="" et17="" m5="" radialspeiche="" rim="" type="text" value="19"/>
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Remark

Attach pictures and video
Max size 10MB total. Once the RMA case is created, you can upload more at <https://support.schmiedmann.com>

Der er ikke valgt nogen fil