

Return form

Return conditions

Not satisfied with the product? You have the option to return profile connectors and accessories within 14 days of receiving them. We never take back profiles, they are cut to size and custom-produced for you.

Packaging

- Pack the products in their original condition and packaging in a box
- Place the completed return form in the box
- Stick the supplied return address label clearly visible on the box

Shipping

- Ship the package at a parcel delivery service
- Keep the proof of shipping

Refund

What is refunded and when can I expect my refund?

You will receive a full refund of the purchase price, including the original paid shipping and payment costs. We will transfer the amount back to you within 14 days.

Where do I receive the refunded amount?

We will refund the amount in the same way as you paid. If we are unable to return your refund this way, we will contact you.

Costs for returning a shipment

The costs for the return shipment are to be paid for by the customer

Return form

Send this completed form in the box with the return shipment.

Return data:

| | |
|-------------------|--------------------------|
| Name: | Order number: |
| Address: | |
| Zip code: | IBAN: |
| City: | Name on account: |
| Telephone number: | Date of return shipment: |
| E-mail: | |

Reason for return:

| | |
|---|---|
| <input type="radio"/> Defective parts | <input type="radio"/> Double shipment |
| <input type="radio"/> Wrong article | <input type="radio"/> Article doesn't meet expectations |
| <input type="radio"/> Damage during transport | <input type="radio"/> Ordered the wrong parts |
| <input type="radio"/> Other reason:... | |

Returning product information

| Quantity | Item number | Description |
|----------|-------------|-------------|
| | | |
| | | |
| | | |
| | | |
| | | |

Additional information

| |
|--|
| |
|--|

Return instructions

Return shipment

Make sure:

- The items are complete
- The items are in original, undamaged packaging
- The return form is enclosed

Useful tips

We will process your return as quickly as possible, here are some more helpful tips:

- Make sure you pack the items properly so that they are not damaged during transport.
- To reduce waste, you can use the box in which we sent the product to you.
- Make sure the address label is clearly visible and easily legible.

Shipping

Take the package to a parcel delivery service of your choice. Here you will receive a proof of shipment. Keep this well until the return has been fully processed. This is your proof that the package has been sent and can be requested in case of loss during transport.

Returns processing

As soon as the return shipment has been processed by us, you will receive an automatic message about this. Of course, we try to do this as soon as possible. Have you not heard from us after 14 days? Then please contact our customer service.

Cut out the address label below and place it visibly on the box

Sender:

.....
.....
.....

Alux Profile Sp. z o.o.
Returns department
Jawornik Polski 234
37-232 Jawornik Polski
Poland