

Dear customer,

If you have a reason for complaint or return, please use this form and attach it to your shipment. This ensures fast and effective processing of your transaction. There are a few things you should keep in mind for your return shipment:

- Please do not send unfree.
- Remove own plug-in systems.
- Pack batteries well and isolate arrester.
- Do not send damaged batteries! (e. g. deformed by falling, leaking batteries)

If our form is not adequate for your needs or if you have any other concerns or questions, please contact us personally.

Kontakt: info@stefansliposhop.de

Your SLS Team

Return please necessarily to our shipping warehouse / technology:

Stefansliposhop GmbH
Waldfeldweg 15
82278 Althegnenberg

When returning Lithium batteries, cables must be protected against short circuits. The poles (+/-) must be taped. There is a risk of explosion and fire! Batteries must be packed safely.

Since 01.01.09 there have been drastic changes for the shipping of lithium batteries. The guidelines of UN No. 3090-3480 must be strictly adhered to.

Internal Processing Date:



Service Form

Please enclose all invoices, without invoices no processing is possible

Address:

Name

Street

Post code/Zip

City

E-Mail

Country

Customer No.

Invoices No.

Article:

Complaint / Reason for return: (Please use as accurate information as possible, only then we can process your request quickly and without delay)

Which charging technology was used: (Power Supply, Charger and Charging Accessories)

Number of cycles (charges):

How to check the withdrawn capacity or which maximum capacity could be charged into the battery:

 mAh

Which cut-off voltage is programmed in the controller: Total

 V

voltage after use (closed-circuit current):

 V

Cell 01

Cell 02

Cell 03

Cell 04

Cell 05

Cell 06

Cell 07

Cell 08

Cell 09

Cell 10

Cell 11

Cell 12

In which model were the batteries used, with which motor and controller:

General service reason :

- ☐ Wrong goods delivered
☐ Goods defective, please exchange within the warranty period
☐ Withdrawal from the purchase contract (right of withdrawal)