

Dear Customer,

It goes without saying that our Bilz products are subject to constant quality control in accordance with ISO 9001. However, we very much regret that your expectations of one of our products have not been met. We will investigate your specific complaint and report back to you with our findings.

In order to make the process as simple as possible for you and to be able to help you as quickly as possible, we ask you to proceed as follows:

1. Please fill out this form giving details of your complaint.
2. Please send the goods to Bilz together with the complaint form.

Please understand we can only process any complaint if the goods are sent to us.

Thank you for your contribution to our continuous improvement process.

Company:

Product name:

Name:

Part number:

Address:

Order date:

Order number:

E-Mail:

Bilz order confirmation number:

Telephone number

Description of fault/comments:

Please send the goods with the completed complaint form to the following address.