

Returns request form
(for reporting a complaint or requesting a return)

Identification and contact data

Customer number (*):
 Company name (*):
 Your name (*):
 Address (*):
 Country:
 Tel (*):
 E-mail (*):

Brand	Order number	Part number	Quantity	Return reason

REMEMBER:

A complaint relating to transport damage must be indicated on the proof of delivery (carrier's delivery document) and reported in writing to **FIBG**[®] within 12 hours after the delivery of the goods.

A complaint relating to visible defects or non-conformity with the order must be reported in writing to **FIBG**[®] within 48 hours after the delivery of the goods.

Any other complaint or return request must be reported in writing to **FIBG**[®] within no more than 30 days after the delivery of the product.

Please provide a clear explanation of the return reason and give as much information as possible, so that your return request can be processed as promptly as possible.

Damage not described on the returns request form will be regarded as incidental damage, occurred after the completion of the returns request form.

FIBG[®] cannot be held liable in such a case and incidental damage may thus be a reason to reject your complaint or your return request.

All ensuing costs will be at your expense.

IMPORTANT NOTE: All fields marked with an (*) must be completed.

See **FIBG**[®] General Terms and Conditions of Sale [here](#).

As soon as you receive a returns note with return number from **FIBG**[®], you can return it with the corresponding part.

For **FIBG**[®] visitors: Please complete this form online and forward it to info@fibg.ro.

For **FIBG**[®] users: Please register your complaint or return request online via the [contact form](#).

I have read and agree with the [Terms and Conditions](#), respectively the [Privacy Policy](#) of **ENGINES**[®] - **FIBG**.