

# Product Return Form

## Step 1 - Make sure you need to return the product and read the information below

You can return all products purchased in the Dynavin online shop within 2 weeks of receipt.

Please note that the products supplied may only be used for the purpose of inspection. In the event of deterioration of the goods due to further use, Dynavin reserves the right to charge a reduction in value which is no more than 20% of the purchase price.

## Step 2 - RMA Number

To ensure your request is processed as accurately and efficiently as possible, please do return product to Dynavin GmbH without a Return Merchandise Authorization(RMA) number. To request an RMA number, contact Dynavin support team through:

<https://support.dynavin.com/technical/open.php>

## Step 3 - Account Info

RMA Number

Phone

Customer Number

See the customer number from the purchase invoice

## Step 4 - Special Instructions

## Step 5 - Return to Dynavin GmbH

To ensure that the shipment can be transported safely, please pack the products in their original packaging. Send the product as well as this form to:

Dynavin GmbH  
Industriestraße 28  
76470 Ötigheim  
Deutschland

## Step 6 - Refund

As soon as you have arranged for your return, you will usually receive a refund for parcel shipments after 5-7 days using the payment method you have chosen. After 14 days at the latest you will have received the refund.

We look forward to your next purchase from us in the Dynavin online shop.

All information on the subject of returning and refunding your order can be found at:

<https://www.dynavin.de/widerrufsrecht-rueckgaberecht/>

Best regards,  
Your Dynavin support team