

## Guidelines for the delivery of returns

Dear Sir or Madam,

Thank you for your cooperation and for relying on us to process the returns on your behalf. In order to ensure a prompt and smooth process, we would like to ask you to respect the guidelines and following documents.

### Return Form

Please make sure to follow the instructions of our return form and fill in the information's completely.

Please use the document VD\_4.21\_11\_01\_Vorlage-SBS\_Return\_Form\_ENG\_2024-05-14.pdf if you want to return one piece.

Please use the document VD\_4.21\_10\_01\_Vorlage-SBS\_Return\_Form\_Palette\_ENG\_2024-05-14.pdf if you want to return more than one piece.

### Packing instructions

Please respect the instructions and applicable legal requirements for the shipment of dangerous goods. Please refer to the document Packing instruction and the information leaflet ZVEI-2021-EN\_TD210104.

Thank you for your understanding.

If you have any questions, please do not hesitate to contact us.

With kind regards

Smart Battery Solutions GmbH