

Guidelines for the delivery of returns

Dear Sir or Madam,

Thank you for your cooperation and for trusting us to process the returns on your behalf. To ensure that the process continues to run quickly and smoothly, please follow our service process and take the relevant documents into account.

Return Form:

As a first step, please request an RMA number via our homepage:

<https://smart-battery-solutions.de/service>

Please complete the registration form in full. We require the article number, serial number and a brief description of the fault for each item returned.

Packing instructions:

Please observe the instructions and applicable legal provisions for the shipment of dangerous goods. Carefully read the shipping instructions 1-3 on our homepage and follow the instructions. Provide the unit and the shipping label with the RMA number to ensure smooth processing.

Shipping address:

Smart Battery Solutions GmbH
Abteilung Service
Lindigstraße 8A
63801 Kleinostheim
Germany

Thank you very much for your understanding.

If you have any questions or require further assistance, please do not hesitate to contact us.

Yours sincerely

Your Smart Battery Solutions GmbH