The BP® return form

BP® customer number: _____

Return date: _____

Your order number (optional): _____

Your address (stamp): _____

Please send your return to:
FIEGE Logistik Stiftung & Co. KG
Zweigniederlassung Greven
Abt. BP® Retourenannahme
Carl-Benz-Str. 19-31
48268 Greven
Germany

Reason for return (please enter code)

30 Product defect
40 Incorrect delivery – logistics (item does not match packing slip)
81 Incorrect delivery – order registration (item matches packing slip)
60 Return of new goods
61 Incorrect order
62 Sample
70 Incorrect individualisation
80 Delivery time too long
49 Other

BP® item no.	Size	Quantity	Packing slip and invoice number (alternatively, you can also enclose a copy of the packing slip):	Return reason/code
			100-LA _ _ _ _ _ _ _	

The return of new goods in the original packaging is possible within **3 months after the invoice date**. The return must include a copy of the packing slip and/or a copy of the invoice as well as the completely filled out return form*. BP® will charge a restocking fee of 10% of the net value of the goods. Any return that does not adhere to the terms and conditions will be charged a 20% restocking fee.

Incorrectly delivered goods in the original packaging can be returned within 3 months of the invoice date. You can, of course, return defective goods or new goods that are defective as a result of production faults or worn or used goods with provable product defects after the 3-month return period but no later than 2 years after the invoice date (Section 438 German Civil Code/Section 377 German Commercial Code). Please understand that we can only accept returned goods that have been washed. We return unwashed goods to you without inspecting them and charge you for postage. Unfortunately, we cannot accept returned goods without postage paid. If a claim is foand to be justified, we will refand the postage costs retroactively. Unjustified returns will be sent back and you will be **charged for postage**.

The following goods cannot be returned: goods for which the invoice was issued more than 3 months ago, pre-order and promotional goods, seasonal goods (e.g. BP® Outdoor, BP® Winter, BP® Shorts etc.), special designs, chef's jackets with piping, special items, seconds (without restriction), goods that have been subsequently shortened or modified, discontinued goods as well as washed and worn goods.