

CONSUMER RETURN FORM

Consumer Care Contact
1800 709 714
hwenquiries@fackelmann.com.au
Please complete all details required below
and then enclose this form with your product.

CUSTOMER AND PRODUCT INFORMATION

Date Returned:			
Name:			
Address:			
Phone number:		Return Authority Number:	
Email:			
Date Purchased (if known):			
Store Purchased from (if known):			

LABELS WITH YOUR FIRST AND LAST NAME MUST BE ON ALL THE KNIFE HANDLES

Product Code: (Found on blade of knife)	Quantity Returned:	Product Description:	Fault/Problem:
Total Number of Items:			

Please explain the problem with your Wüsthof product:

CUSTOMER AND PRODUCT INFORMATION

PLEASE RETURN TO:

Fackelmann Housewares (Wüsthof Australia)

Attn: Warranty Claims

Reply Paid 87647,

Locked Bag 5018,

Kingsgrove, NSW, 1480

PLEASE ENSURE,

- your product/s are wrapped securely in newspaper or bubble wrap inside a sturdy box to limit any damage;
- include your completed paperwork;
- please ask your preferred mailing company to provide you with a tracking number.

PLEASE NOTE:

Fackelmann Housewares are not responsible for any loss or damage in the transit process to our facility.

We recommend that you insure your product. However, this is at your discretion and cost.

The approximate turn around for items outside of the Sydney metro area is 1-2 weeks subject to stock availability.

Special Instructions: