



Aquatuning GmbH
z.H. Vertriebsleitung
Beckheide 13
D – 33689 Bielefeld

Beckheide 13
D-33689 Bielefeld
Telefon: 05205 99198-0
Fax: 05205 99198-22
Email: info@aquatuning.de

Bank:
Sparkasse Gütersloh
Konto: 89666 BLZ: 47850065

Steuer-Nr.: 349/5701/2422
USt. Id-Nr.: DE252383793
Handelsregister Bielefeld: HRB 38891
Geschäftsführer: Nathanael Draht & Andreas Rudnicki

Complaint form page 1 (for filing viaFax/Mail)

Information in advance:

Our staff at the ordering and service hotline, and the complaint department work strictly according to instructions and work predefined procedures of which we are convinced that they guarantee the best customer service possible. Therefore, these employees are not entitled to take forward complaints. If you feel unfairly treated, or you are not satisfied with the solution proposed by us, you can use this document. Please note that **complaints must be filed in written form only** and will be answered in written form only.

Your contact data:

Customer ID: _____
Forename: _____ Surname: _____
Telephone number: _____ Fax number: _____

If the complaint regards a credit note/return consignment, you may enter your current bank account details OR Paypal details here:

Owner's forename: _____ Surname: _____
Account number: _____
Bank ID: _____

Paypal-Account: _____ @ _____ . _____

Further procedure:

Your inquiry will be dealt with by our distribution staff in consultation with the management. You will usually receive a response within 2 working days. If you did not receive an answer within 2 working days please contact us via Email and request the status of your complaint. We cannot exclude that your complaint did not reach us, e.g. because of fax transmission problems. For filing via Email please use the Email complaint form.

Our Fax number: +49 (0) 5205 9919822
Our Email address: info@aquatuning.de Subject: Complaint [and customer ID]



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Complaint form page 2 (for filing via Fax/Mail)

Part 1: What kind of failure/problem occurred?

Part 2: How did Aquatuning try to resolve the problem?

Part 3: What part of Aquatuning's proposed solution bothers you the most?

Part 4: How do you wish the problem to be resolved?