

Complaint form of canis lupus GmbH

In accordance with § 365 BGB (German Civil Code) in conjunction with § 437 BGB (German Civil Code), canis lupus GmbH warrants that the delivered goods are of merchantable quality and comply with the guidelines prescribed by the respective manufacturer. As a matter of principle, canis lupus GmbH does not assume any guarantee.

According to § 439 BGB (German Civil Code) and § 476 BGB (German Civil Code) the warranty period starts with the acceptance of the goods and ends after 2 years. 6 months after the conclusion of the purchase, the burden of proof is transferred to the buyer. In relation to entrepreneurs according to § 14 BGB (German Civil Code), the warranty period can be shortened to 1 year by virtue of the General Terms and Conditions of canis lupus GmbH.

Product liability is regulated in § 1 – § 19 Act on Liability for Defective Products (Produkthaftungsgesetz - ProdhaftG). Product liability lies with the manufacturer and explicitly does not concern canis lupus GmbH. This includes any consequential costs, for which canis lupus GmbH is also not liable.

This complaint form, to be submitted to service@ecanis.de, is intended exclusively for the registration of claims arising from actual material defects.

The application for returns within the scope of the statutory right of withdrawal according to § 312g BGB (German Civil Code) – such as „I don't like the article“ – is excluded without exception.

Applicant

Applicant name

Address (street, zip code, city, country)

Contact person

E-mail

Phone

Delivery date

Invoice date

Invoice number

Facts about the material defect

Article name

Article number

Delivery date

Manufacturer

Amount

Purchasing price (incl. legal VAT)

Installation date

Km status installation

Demounting date

Km status demounting

Expert installation for spare parts is highly recommended.

Proof of installation – e.g. invoice from the workshop – attached?

yes

no

If not, why?

Please describe in detail the reason for the complaint:

Shipping damage must also be reported by sending a detailed picture and appropriate descriptions to service@ecanis.de.

Vehicle data

<hr/>		or	<hr/>	
Vehicle identification number (VIN number)		HSN, 2.1	TSN, 2.2	
or				
<hr/>		<hr/>	<hr/>	
Make		Model	Year of manufacture (MM.YYYY)	
<hr/>	<hr/>	Gear type	Manual transmission	Automatic
Displacement (ccm)	Horsepower (HP/kW)			
or				
<hr/>		<hr/>		
Original part number		Engine code		

Processing in case of recognition (based on the manufacturer's test protocol)

Refund

Shipping of a new article

Processing in case of rejection (based on the manufacturer's test protocol)

canis lupus GmbH reserves the right to return the claimed article to the purchaser if the manufacturer rejects the claim based on the test protocol.

Additional information

On sales platforms like eBay, Amazon and Rakuten, canis lupus GmbH undertakes to fully comply with the General Terms and Conditions applicable there in matters of complaint handling.

As a rule, canis lupus GmbH does not reimburse shipping and transport costs. Excluded from this are complaints from consumers according to § 13 BGB (German Civil Code).

canis lupus GmbH will inform the buyer about the decision of the complaint case within 14 days. The credit note on the part of canis lupus GmbH shall be issued no later than 14 days after it declares the complaint to be justified on the basis of an actual material defect. The General Terms and Conditions of the platforms remain unaffected.

If the buyer does not comply with the applicable conditions, canis lupus GmbH shall be entitled at any time to refuse to process the claim or to return the claimed part(s) to the buyer at the buyer's expense. Complaints from consumers according to § 13 BGB (German Civil Code) are also excluded from this.

I hereby declare that the above-mentioned article(s) has/have come into my possession and that the complaint form has been completed truthfully.

City

Date

Applicant signature

ecanis.shop

canis lupus GmbH
Glemseckstraße 52, 71229 Leonberg
VAT: DE317082811

+49 711 99585300
+49 711 99585301 (Fax)
service@ecanis.de

Registered office: Leonberg, Germany
Amtsgericht Stuttgart, HRB 764346
Managing Director: Christian Wenzel