

Returning the goods - step by step

1. Contact us

Do you suspect a **defect**? Our support will help you with the error analysis, discuss the further procedure with you and create a RMA number. You can reach us by phone at 06051 916679 0 or by e-mail at service@stark-power.de.

2. Pack and return goods

- a) Enclose a description of the defect with the return shipment.
- b) Pack the goods stably and sufficiently protected e.g. in the originally delivered cardboard box.
 - Generate a return label in the [GLS Webportal](#) and drop off the package at a GLS ParcelShop near you.
 - Outside Germany, drop off the package at a shipper of your choice. For shipping, we recommend that you choose an insured shipping method. Please send the sufficiently stamped and well packed package to the following address:

STARK Power GmbH
- Service -
Gewerbepark Birkenhain 21
63579 Freigericht
Deutschland

Please keep your deposit receipt for evidence of delivery costs! In case of granting, we will refund the return delivery costs.

1. Goods are checked

As soon as your package arrives at our company, our technicians will make an inspection of the products. The regular processing time is 5-10 working days.

In the event of a defect, we will repair the product free of charge under warranty or send you a replacement.

If the warranty period is exceeded or if the damage is not covered by the warranty, we will send you an offer for a chargeable inspection.

Detailed error discription

Name	
Invoice number	
RMA#	
Telephone / Mobile	
E-Mail	

Please mark applicable:

<input type="checkbox"/> Poor range
<input type="checkbox"/> Battery not loadable/disloadable
<input type="checkbox"/> Lock defect
<input type="checkbox"/> LED display defect
<input type="checkbox"/> Performance collapse
<input type="checkbox"/> Case defect
<input type="checkbox"/> Charger defect
<input type="checkbox"/> Plug/Connector defect

Detailed error discription: