

Return of products – Step by Step

1. Contact us

You suspect a **defect** or you will **cancel the contract**?

Our support will help you analysing the problem and will inform you about the next steps. You can contact us by telephone on **+49-6051 916679 0** or send us an email to service@stark-power.de.

If you are **cancelling the contract** please be aware of our „Revocation instructions“ (GT § 5 or more details on www.liontecshop.com (Information Center).

2. Pack product(s) and send back

Pack your product(s) preferably in its original box and packaging. If this is not possible, try to pack your product(s) in a similar way so that it stays safe and protected.

For shipping we recommend an **insured shipment**¹. Please send the sufficiently franked and safe packed product(s) to following address:

STARK Power GmbH

Gewerbepark Birkenhain 21

63579 Freigericht

Germany

Include the **detailed error description** (s. back page) or **revocation form** as well as the **copy of your invoice** with the package.

3. Testing product(s) inhouse

As soon as your package will be delivered, our technicians will test the product(s).

The processing time is regularly up to 5 working days.

We will give you information about our results. If there is a **technical defect** we will repair the product(s) or send you (a) free replacement product(s).

If you are **cancelling the contract** we will refund all payments² received from you within 14 days after receiving your note of cancellation (s. General terms § 5.2 or more details on www.liontecshop.com (Information Center).

¹ Please keep your deposit receipt for evidence of delivery costs! In case of granting, we will refund the return delivery costs.

² You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to ascertain the nature, characteristics and functioning of the goods.

Detailed error description

Telephone³:

Mobile³:

Email³:

Please mark applicable:

- Poor range
- Battery not loadable/disloadable
- Lock defect
- LED display defect
- No communication
- Performance collapse
- Mechanical defect
- Case defect
- Charger defect
- Fan defect (e. g. loud)
- LED display on charger defect

Detailed error description:

³ For contacting you and discuss the results of our tests.