

# ask for repair or return

## Shipping costs in case of repair

If you have a valid Pickup & Return service package, you can use our pick-up service in case of complaint. You save shipping costs and avoid having to go to the next post office.

A pick-up is only possible by German addresses.

If you do not have a valid service package, you must bear the shipping costs for a complaint by yourself.

In case of a defect of your product, please always apply a transaction number first. How to do this depends on the manufacturer of the product. The procedure can be found [here](#).

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