

Returning a unit to us

If you are returning a unit to us, due to the organisation of our goods receipt, we kindly request that you use a returns number which our administration department can supply you with, please call or email us for the returns number. This ensures that we have the correct information when we receive the goods. A return number applies to a package.

Please note the return number must be clearly marked on the outside of the packaging as well as on the shipping documents.

Shipments without a return number and without shipping documents, which we can not assign internally here, will initially be stored in our blocked warehouse until the situation has been clarified.

Please contact for the return number:

Telephone: +49 5265 / 94552-24

E-Mail: service@vdh-online.com

We thank you for your help.