



Guarantee Questionnaire

Dear Customer

Please complete the following questionnaire and return it to: shop@mattes-reitsport.com

Goods should only be sent back to us on request!

1. Buyer's Information

Surname / Forename	
Address	
Telephone	
Email	

2. Product Information

Where was the product purchased?		
Date of purchase:		
Has the product been washed?	<input type="checkbox"/> Yes	How often have you washed the product?
Which detergent was used to wash the product?		
How was the product washed?	<input type="checkbox"/> in the washing machine <input type="checkbox"/> by hand	
Which wash program did you use to machine wash the product?		
How was the product dried?		

Enclose a copy of your receipt!

How often has the product been used on a horse per week?	
Has the product been brushed?	
If you have brushed the product, was this before or after riding?	
Was the lambskin dry or wet/damp?	
What is your complaint regarding the product?	

Please send the completed questionnaire and a copy of the receipt to us by email at: shop@mattes-reitsport.com

If we ask you to send us the goods, please enclose the questionnaire and a copy of the receipt.

Please only send us washed and dried items!

With kind regards, your Mattes Online Shop Team