

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	<input type="text"/>
Address	<input type="text"/>
Telephone	<input type="text"/>
Email	<input type="text"/>

2. Product Information

Where was the product purchased?	<input type="text"/>
Date of purchase:	<input type="text"/> Enclose a copy of your receipt!
Has the product been washed?	<input type="checkbox"/> Yes How often have you washed the product? <input type="text"/> <input type="checkbox"/> No
Which detergent was used to wash the product?	<input type="text"/>
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?	<input type="text"/>
How was the product dried?	<input type="text"/>

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?	<div data-bbox="528 315 1428 472"></div> <div data-bbox="528 517 1428 674"></div> <div data-bbox="528 707 1428 864"></div>
What is your complaint regarding the product?	<div data-bbox="528 898 1428 1133"></div>

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