

RMA Return Request Form
Return Merchandise Authorization

Please complete this form in full and include it with your return shipment. Without this form, your shipment cannot be processed or assigned to your account at our central warehouse.

A. Customer Information

- **Order ID:** _____
- **Last Name / First Name:** _____
- **Country of Original Delivery:** _____
- **Email Address:** _____

B. Item Details

- **Product Description:** _____
- **Reason for Return:**
 - Withdrawal (Change of mind within 14 days)
 - Defect / Warranty (Please enclose a detailed description of the fault)
 - Incorrect Item Delivered

C. Return Checklist (Please check all that apply)

- The original product seal is **intact and unbroken**.
- The catalyst shows **no signs of installation** or mechanical modification.
- The original packaging (OP) is present and included in the shipment.

D. Confirmation of Refund Conditions

I acknowledge that for any credit note issued, the following costs will be deducted from the original invoice amount due to the international transaction structure:

1. **Outbound Shipping Costs** (actual logistics costs of the initial delivery).
2. **Transaction Fees** from payment service providers (Credit Card/PayPal/Stripe, etc.).
3. **Administrative Flat Fee** for webshop and system processing (CHF 15.-).
4. **Any Customs or Import Duties** incurred by CTP upon re-importation.

Date: _____ **Signature:** _____