

Returns and claims

In this article, we'll guide you through the process of returning items. Whether it's a return request or a return claim, we're here to support you and answer any questions you may have.

What is Unite's return policy?

The return policy depends on each supplier and therefore varies. Once you've clicked on an item, the product information will be displayed on the right of the item. You can view the return conditions per supplier by clicking on the drop-down button and selecting 'Show return' to view the product return policy per supplier.

Additionally, the return conditions per selected supplier are also shown at the end of the product information page under 'Rights to return this item'.

Information

Item number: 1498-9199152325
 Manufacturer: n/a
 Manufacturer no.: 110078701
 EAN/GTIN: 4026343001722

Search terms: [Inkjet printer-paper](#), [Inkjet printer-papers](#), [Inkjet-printer-paper](#), [Inkjet-printerpapers](#)

| Offers (7) | Delivery period | Stock level | Min. quantity | Shipping | Staggered price | Unit price |
|----------------|-----------------|----------------|---------------|----------|-----------------|------------|
| Warehouse 799 | 3 days | 1377 | 5 | € 20,00* | from € 2,91* | € 3,31* |
| Warehouse 467 | 8 days | 119 | 1 | € 5,87* | from € 4,98* | € 4,98* |
| Warehouse 1498 | 4 days | no information | 1 | € 6,95* | from € 5,62* | € 5,62* |
| Warehouse 8760 | 5 days | no information | 1 | € 7,99* | from € 5,70* | € 5,70* |
| Warehouse 1955 | 6 days | 17281 | 1 | € 5,99* | from € 5,80* | € 6,00* |

Offers: 5 [All](#)

Show other conditions
 Show minimum order values
 Show return

[Share item](#) [Add item to shopping list](#)

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|----------------|-----------------|--------|----------------|---------------|----------|-----------------|------------|
| Warehouse 799 | 3 days | ★★★☆☆ | 1377 | 5 | € 20,00* | from € 2,91* | € 3,31* |
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Offers: 5 [All](#)

Show other conditions

Quantity: 1 pack [Add to basket](#)

[Share item](#) [Add item to shopping list](#)

Item: DIN A4
 bezeichnung: Happy Office
 Blätter je: 500 Bl./Pack.
 weiß
 IGEP A

1 pack: € 5,62*
 1 pack contains 500 sheets (€ 0,01124* per sheet)

Stock level: Warehouse 1498
 Have more detailed [stock level information](#) displayed.

Shipping: Warehouse 1498

| Order value | Shipping |
|----------------|---------------|
| from € 0,00* | € 6,95* |
| from € 10,00* | € 5,45* |
| from € 175,00* | Carriage paid |

Rights to return this item: Warehouse 1498

Period of time: Within 5 days
 Condition of packaging: Original packaging opened, but not damaged
 Condition of goods: Unused
 Return costs: Paid by customer
 Processing fee: 15% of the value of the goods, however at least € 15,00*

The Terms and Conditions state that the warranty period continues regardless of the return rights stated.

What's the difference between a return request and a claim?

- **Return request:** This applies when you order an item by mistake or change your mind about the item. Since business customers are not entitled to a general right of return, we'll request goodwill from the supplier in such cases. To support this process, please ensure the original packaging remains unopened and submit a return request via our returns form as soon as possible.
- **Return claim:** This is a return based on legal grounds. It may happen that you receive an incorrect, damaged, faulty or incomplete item by accident. In this case, we'll handle the entire process and clarify any warranty or guarantee

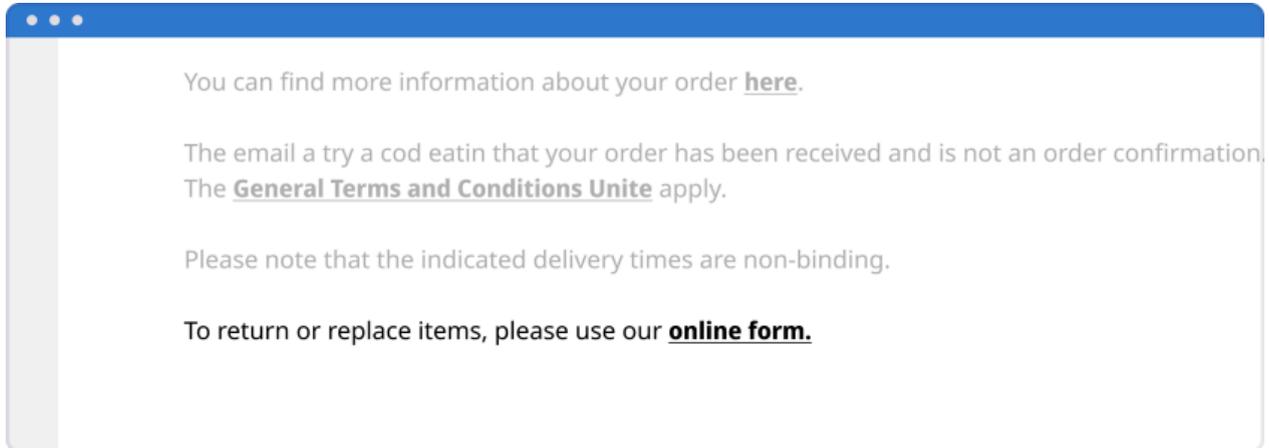
claims.

Registering a return or claim

Step 1: Open the returns and claims form

Access the first email you received from Unite with your order number. Click on the 'return or replace items' link. Sign in to your account.

Please note: This link is unique per order.



Alternatively, sign in to your account and click on '[Order archive](#)'. Go to the relevant order. Under the 'Action' column, you'll find a curved arrow. Click on the arrow to open the returns form.

| largest item in order | Status | Documents | Action |
|--|---|--------------|--------|
| 9099-00000-00 TESA Ecologo Klebestem ... | Show shipping information | R_3010546261 | |
| visitenkarten | Show shipping information | R_3006815399 | |

Step 2: Select the reason for the return

For the item you wish to return, select a reason and submit the form.

- Enter your contact details.
- Select the relevant item and the reason for your return or claim. Then click 'Continue'.
- The return conditions specific to your selected item will be displayed.
- Complete the required details concerning the product's condition and packaging and click 'Send' to proceed.
- For a defective item, please add a photo showing evidence of the defect.

Step 3: Unite finalises the return

- You'll receive an email with a summary of your request if you select 'Receive copy by email' as an option when submitting the return.
- We'll inform you of the status as soon as possible.

How to request a return without login credentials

If you don't have login credentials, you can call us during office hours.

To process your return request or return claim promptly, we require the following information:

- Your order number
- Item number or description of item
- Reason for the return
- Quantity of the item to be returned
- Serial number (if available)

For transport damage, please include photos of the damaged item(s) and outer packaging.