

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-papers](#), [inkjet-printerpapers](#)

Offers (?)	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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Offers (?)	Delivery period	Return	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

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

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

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1 pack € 5,62* € 6,69 per pack

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.

Warranty and guarantee rights

Have you bought an item from Unite and noticed a defect? Below you'll learn about your statutory warranty and guarantee rights.

Warranty

Your warranty rights are defined by Unite in the [General Terms and Conditions](#).

Guarantee

A guarantee is an extra, voluntary service provided by the manufacturer or supplier. It goes beyond the statutory warranty. The manufacturer or supplier decides the conditions and length of the guarantee, which are specified in their guarantee conditions. Guarantee conditions can typically be found in the product documentation, on the manufacturer's website, or in a separate guarantee certificate provided with the product.

Frequently asked questions

When am I entitled to a warranty claim?

You're entitled to a warranty claim if the item is defective upon delivery. Defects may include quantity discrepancies, transport damage, as well as functional and compatibility issues.

Important: Please inspect the item immediately upon receipt and report any visible defects to us within one week. If a defect is not reported on time, the item is considered approved – unless the defect was not detectable during the initial inspection

What does the warranty cover?

We'll either replace the item or remedy the defect. If the remedy of the defect or the replacement fails twice, you may withdraw from the purchase contract or reduce the purchase price. Please submit a return request via our returns form or contact our customer service as soon as possible.

What is the warranty period?

The warranty is generally valid for one year starting from the date of delivery.

When does a guarantee apply?

A guarantee only applies if it's been expressly assured by the manufacturer or supplier of the item.

What does the guarantee cover?

The guarantee covers special (service) benefits. The specific scope is determined by the manufacturer or supplier and can be found in the guarantee conditions.

How long is the guarantee valid?

The guarantee period is determined individually by the manufacturer or supplier of the item and is specified in the guarantee conditions.

Registering a return or claim

Step 1: Open the returns and claims form

Open the order confirmation email from Unite with your order number. Click on the link at the end of the email to submit a return or claim request.

You can find more information about your order [here](#).









The email a try a cod eatin that your order has been received and is not an order confirmation. The **General Terms and Conditions Unite** apply.

Please note that the indicated delivery times are non-binding.

To return or replace items, please use our **[online form](#)**.

Note: You'll receive an individual link per order. Please use the link from the specific order confirmation email. In the PunchOut setup, the order confirmation email may be deactivated. Please contact your purchasing department if you didn't receive this email.

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: Fill out the form

- Select a return reason for the item you want to return.
- If you need a summary of your return request, choose the email copy option.

Returns/ complaints request

Order number: 123456789 Customer number: 55551111 Order date: 11.10.2025

Pos.	Item	Item no.	in complaint	Total (EUR)	Return conditions	Reason for return
1	Laptop FG, HIK 10 LM, Schwarz, Klappgehäuse, Gesamtspeicherkapazität 512 GB	ABCDE-123000.0	von 1,00	910,92	Item condition: Item unused Packaging condition: Original packaging unopened Returns period: within 30 days	Select a reason for return Select a reason for return Wrong product delivered Transport damage Defect Wrong quantity delivered Wrong order / not liked
2	Kopierpapier DIN A3 80g Weiß 500 Blatt/Packung	FGHIK-456111.0	von 5,00	11,66	Item condition: Item unused Packaging condition: Original packaging opened, without damage Returns period: within 14 days	
3	Kopfhörer Kabellos im Ohr Bluetooth Weiß Anrufe/Musik/Alltag	LMNOP-789321.2	von 1,00	145,78	This item is excluded from return	Reason for return Select a reason for return

Continue Reset

Step 3: Submit the form

- Click on 'Continue' and submit the form.
- You'll receive a status update promptly, including the planned next steps.

Note: Please use the correct return address for each item, as the items may come from different suppliers. Keep the tracking information as proof.

Requesting a return without a return form

Note: In the PunchOut setup, the order confirmation email may be deactivated. Please contact your purchasing department if you want to register a return or claim.

If you don't have access to the email with your order confirmation, you can contact us by email at service.de@unite.eu or by telephone at [+49 \(0\)89 121 407 77](tel:+49(0)8912140777).

To process your return quickly, we need the following information:

- Order number
- Item number or line item number
- Reason for the return
- Quantity of the item to be returned
- Serial number and photos (if available)
- Packaging and item condition (for returns or in case of transport damage)