Contact information and downloads

Your contacts in the Returns Dept. at L’Orange:

- [michele.lepore@lorange.com](mailto:michele.lepore@lorange.com) +49-7443-249-161
- [sascha.ernstberger@lorange.com](mailto:sascha.ernstberger@lorange.com) +49-7443-249-275
- [markus.seifert@lorange.com](mailto:markus.seifert@lorange.com) +49-7443-249-253
- [tobias.hezer@lorange.com](mailto:tobias.hezer@lorange.com) +49-7443-249-5705
- [thomas.weber@lorange.com](mailto:thomas.weber@lorange.com) +49-7443-249-536
- [engin.dogan@lorange.com](mailto:engin.dogan@lorange.com) +49-7443-249-160

Downloads:

L’Orange Returns Management:
Quickly and safely in 3 easy steps

At L’Orange, you can count on us to help you with a broad range of matters following product sales. Using the L’Orange returns process, we guarantee your issue will be processed smoothly and expeditiously – in 3 simple steps.
L’Orange Returns Management: Quickly and safely in 3 easy steps

Step 1: Establishing contact with us

You can make the initial contact by telephone or e-mail. To process the matter quickly, we’ll need the following information from you:

- the full L’Orange material number
- the quantity of faulty goods
- a clear description of the fault

Using our professional CAQ system, you’ll be given a unique job number for the returns process plus a corresponding label.

**The benefits to you:**
- Visibility throughout all stages of the process
- Clear categorization of your issue, including traceability of all communications
- ID security throughout the entire returns process

Step 2: Complete the questionnaire

The completed questionnaire facilitates the processing of your request. The data provided will speed up fault analysis and, thereby, the handling of your return.

The questionnaire can be found in our download section of www.lorange.com.

Step 3: Send goods

Mark the return with the unique job number and the returns label (Step 1). Send the product to:

L’Orange GmbH | Rudolf-L’Orange-Str. 1 | 72293 Glatten
FAO Your contact for returns processing

Note: Only full consignments can be matched up correctly at our end.
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Please use our orange-colored returns label.
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tobias.hezer@lorange.com  +49-7443-249-5705
thomas.weber@lorange.com  +49-7443-249-536
engin.dogan@lorange.com  +49-7443-249-160

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www.lorange.com/einkauf/downloads

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