

Return Merchandise Authorization (RMA)

MUST BE FILLED BY THE CUSTOMER

* DATE:

* **Customer:*** **E-Mail:*** **Address:***(where to send back)** **Contact person:*** **Telephone:****Fax or Mobile:**

- 1 - FILL ALL PAGES, PRINT AND ATTACH THIS RMA MODULE WITH THE ITEMS TO BE REPAIRED
- 2 - If within the terms of the conventional warranty the goods will be repaired and rendered automatically.
- 3 - In the case of a non-warranty product, the goods will be repaired only upon prior approval of the quote, which will be sent by E.P. Elettronica Progetti.
- 4 - The goods must be returned with all their parts.
- 5 - In case you are under warranty, you must enclose a photocopy of the purchase invoice.
- 6 - The returned material will be judged defective or malfunctioning by E.P. Elettronica Progetti, based on product compliance to project specifications and production standards.
- 7 - The guarantee applies only for defective manufacture within the time limits of the conventional warranty, certified by a proof of purchase issued by E.P. Elettronica Progetti (Invoice).
- 8 - Repair refers to the object of the defect in the RMA module or attached to the product.
- 9 - E.P. Elettronica Progetti does not respond to any other defects occurring even on the same day of delivery but not reported when sending to repair.
- 10 - Products open or tampered with by third parties (other than E.P. Elettronica Progetti) during the warranty period will permanently lose the right to such service.

Signature: _____

To be filled by E.P. Elettronca Progetti

In warranty

Out of warranty

Date :

Authorization N.

EPR N.

List of items sent back for repairs (Please indicate for each unit)

| | |
|--------------------------|---|
| Model name | Description of the problem with details: |
| Serial number | |
| DDT or Invoice n. | |

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