

## RMA FORM - Return Merchandise Authorization

Contact our offices to obtain the dedicated RMA number.  
Complete the form before making any shipment.

### To be completed by the customer

Name / Company Name:

E-mail:  Phone:

RMA number provided by MECT srl:

Date:  Applicant:

### **CONDITIONS FOR RMA ACCEPTANCE:**

- All fields in this form are mandatory.
- Packages delivered freight collect and/or without an RMA number will be refused.
- The defect found must be described in detail. Generic descriptions such as "does not work" or similar will not be accepted.
- The warranty is for one year from the date of shipment from Mect S.r.l. and covers only manufacturing defects. The warranty expires immediately if the product is damaged due to falls, modified, faulty due to improper use, tampered with or with the warranty seals broken.
- If the products under warranty and/or deemed defective by the customer are found to be functioning correctly and/or the defect is not detectable, Mect S.r.l. will charge an amount equal to €50.00 + VAT for each product sent.
- Beyond the warranty period, Mect S.r.l. will charge a minimum amount of €50.00 + VAT for each product. Once the diagnosis has been made, the final estimate will be communicated only if the repair costs exceed €100.00 + VAT.
- The time to resolve the problem depends exclusively on the nature of the problem, we will take care of making it as short as possible.
- The return shipment of products under warranty and/or for which the fault is attributable to Mect S.r.l. will be paid by Mect S.r.l. In other cases, it will be carried out with freight collect, or at the customer's expense.

**IMPORTANT: Fill out a row of the table on the next page for each item to be returned.**

### **For acceptance of the above:**

Date:  Signature:



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<b>Serial Number</b>	<b>Product Code</b>	<b>Fault description</b>	<b>Order Number</b>