

**RMA – MATERIAL RETURN FORM FOR DEFECT VERIFICATION**

Please attach the following form, duly completed, FOR EACH PRODUCT shipped. Send the material with

**DDP (Incoterms 2010 – Delivery Duty Paid) to:**

ELETTRONDATA Srl - Via del Lavoro, 1 - 41014 Solignano Nuovo di Castelvetro (MO) - Tel.: +39 059 7577800

Shipping Reason:	<input type="checkbox"/> defect verification	<input type="checkbox"/> return (to be verified though)
Delivery Document nr.		Date

**CLIENT DETAILS**

(*) Company name	
_Address	
_Telephone	Fax
(*) Contact Person	
(*) Telephone	Fax
_E-mail Address	
(*) Installation reference	
(*) Elettrondata Job Number	

**PRODUCT INFORMATIONS**

_Product	
_Brand	Model
(*) _Serial Number	
_Purchase Date	Purchase Invoice
(*) _Malfunction Description	
_Accessories	

(\*) mandatory fields – failure to complete may cause delays in service.

Following the inspection and defect verification, Elettrondata will send the Customer a cost estimate with the following options:

- 1) Repair of the received equipment (the minimum repair cost will be €150.00 + VAT, including disposal fees);
- 2) Replacement with refurbished equipment (used, checked, and functional) if available;
- 3) Replacement with new equipment (refer to the warranty terms outlined below for different options).

**WARNING: If none of the offered options are accepted by the Customer, Elettrondata will charge €150.00 + VAT for the analysis and defect search, including disposal fees.**

From the receipt of the equipment for inspection to the repair it may take up to 45 working days, while replacement times are generally much shorter.

**WARRANTY TERMS** - The warranty period, from the delivery date for products supplied by Elettrondata, is established as follows: 12 (twelve) months for new products, continuation of the original warranty period (no warranty extension) for new products supplied as replacements for defective products within the warranty period, 6 (six) months for refurbished products supplied as replacements at the Customer's request outside the warranty period instead of repair, no warranty or continuation of the original warranty period (no warranty extension) for repaired products. Delivery means the date of delivery to the first purchaser of the products supplied by Elettrondata. Warranty refers to the repair or replacement of parts (at Elettrondata's sole discretion) should they prove defective, at Elettrondata's laboratories. For warranty service requests that involve the travel of Elettrondata personnel, travel expenses, meals, accommodation, and daily allowances will be charged, excluding the actual repair time. The Customer will not be entitled to any compensation for the time during which the system remains inoperable, nor may they claim reimbursement or compensation for direct or indirect expenses and damages other than the repair of the product supplied by Elettrondata. The warranty is void immediately in the event of tampering, attempted repair without Elettrondata's intervention, installation by unauthorized personnel not expressly authorized by Elettrondata, improper maintenance, as well as electrical surges or other events not attributable to Elettrondata. At the end of the warranty period, any commitment for assistance or repair explicitly or implicitly assumed with the supply of Elettrondata products is void. To the extent permitted by applicable law, Elettrondata provides no further warranties, including those provided by law, whether implied or expressed.

**Notes:**

- Products must always be accompanied by this completed form; repairs will only be carried out upon receipt of the RMA form.
- Accompany the product with the relevant accessories:
  - for computers, include any operating system recovery disks and drivers.
  - for printers, attach the relevant installation disks and any power supplies.
- Package the material carefully, preferably using the original packaging or suitable packaging capable of withstanding transport.
- Equipment must be sent to Elettrondata with DDP (Incoterms 2010 – Delivered Duty Paid).

**SIGNATURE FOR ACCEPTANCE (\*)**