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| --- | --- |
|  | **RETURN MERCHANDISE AUTHORIZATION** |

**If this document will not be filled in each and every field, it will not be taken into consideration.**

**APPLICANT DATA**

|  |  |
| --- | --- |
| Company Name: |  |
| First Name: | Last Name: |
| Address: | City: |
| Post Code: | State: |
| Phone: | E-Mail: |

**REASON FOR THE RETURN REQUEST**

**ITEMS TO RETURN AND RELATED DETAILS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Qty | Item Desrciption | Code | Serial Number | Defect |
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**GENERAL CONDITIONS FOR THE RETURN REQUEST**

**Every delivery costs will be charged to the sender(DDP).**

**All deliveries “Ex Works” (EXW) will be turned back.**

**Send requests to:**

**service.elettronica@grafspa.it**

**RULES REGARDING REPAIR**

 The material received will be judged defective or malfunctioning unquestionably by Graf

 S.p.A. based on the product's compliance with the project specifications and the

 production standard.

 In the event that the reported defect is not found, a one time fee of 50.00 €+ VAT for

 testing costs (in addition to shipping cost) will be charged.

 The repair is understood to be related to the object of the defect reported in the RMA form.

 Before proceeding with the repair, Graf S.p.A. will send a quote, by e-mail, that must be

 answered within 15 working days.

 In case of non-acceptance of the quotation, the diagnostic and management fees of

 50.00€+ VAT will be charged, in addition to shipping costs.

In case of no answer to the quote and all subsequent contact attempts, after a period of 90 days, Graf S.p.A. will be authorized to proceed to the management, collection, treatment, and disposals the faulty product in the manner prescribed by Legislative Decree No 151 of 2005 and by the remaining environmental legislation on WEEE (Waste Electrical and Electronic Equipment Directive).

 Graf S.p.A. is not liable for any other defect that has occurred, even on the same day of

 return, but not reported at the time of the shipping for repair.

**WARRANTY CONDITION**

The warranty can be requested by the "buyer" indicating the date of purchase of the product and sending the purchase invoice.

Acceptance or otherwise of the warranty rests solely and exclusively with Graf S.p.A. who will decide only after the analysis of the product, received at the site indicated in the acceptance phase.

The warranty has no effect on visibly tampered products, incorrectly used, damaged by transport, not bearing the aforementioned labels and seals and not supplied or invoiced by Graf S.p.A.

The shipment duty of the faulty product (even if under warranty) is always responsibility of the "buyer". Return shipping in case of verified warranty is responsibility of Graf S.p.A.

In case of products not covered by the warranty, the shipment costs will be charged to the recipient and will be with our carrier and will be charged on the invoice or with your carrier agreement, to be indicated here:

**INDICATE CARRIER AGREEMENT:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**SUBSCRIPTION CODE:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**The merchandise has to be returned within 30 days from the date of this very authorization form; Otherwise, the authorization will be considered invalid.**