



SELEA S.r.l.
 Via Aldo Moro, 69 46019 Cicognara (MN)
 Tel.: +39 0375 889091 Fax: +39 0375 889080
 Web: www.selea.com Email: support@selea.com

REQUEST FORM NO. FOR RETURN MERCHANDISE AUTHORISATION(RMA)

Procedure for request to return a defective product:

Authorisation to return products takes place after filling in this form in its entirety and sending it by fax to Selea SRL, fax no.: +39 0375 889080.

In order for the request to be accepted, you MUST fill in all the fields, and in particular it is essential to indicate:

- Selea product code (given on the product identification label and on the delivery note)
- Product description and serial number (**S/N on the product identification label**)
- Detailed description of the fault, avoiding generic indications, such as "it doesn't work" or "it is broken".

Within 48 hours of receipt, the Customer will be notified, via email or fax, of the Return Merchandise Authorisation (RMA) Number, authorising shipment to the Selea warehouse for repair.

The shipment must be made to Via Aldo Moro 69, 46019 Cicognara (MN), **carriage paid** with repair mentioned as reason.

CAUTION: The Return Merchandise Authorisation (RMA) Number must be indicated on the transport document and on each package.

A copy of the form itself must be placed inside the package with the goods, together with any attachments as evidence of non-conformity.

Customer details:

COMPANY NAME:DATE:		DATE:	
BILLING ADDRESS:		FAX:	
SHIPPING ADDRESS: (indicate if different)		EMAIL:	
SALES CONTACT:		TEL.:	Signature and stamp
TECHNICAL DEPARTMENT CONTACT:		TEL.:	

Details of the goods to be returned:

(use one line for each product)

qty	our code	description	S/N	defect found

Method for returning to the Customer:

Repairs, even under warranty, are ex our warehouse: please indicate your courier.

By courier (specify)
 Customer pickup
 Other (please specify):

No. provided by Selea SRL	
RMA number	<input type="text"/>