



## RETURN MATERIAL AUTHORIZATION (RMA)

*Filling reserved to Tecnoservice for granting an authorization:*

We authorize the return with shipping in the port: <input type="checkbox"/> FREE <input type="checkbox"/> ASSIGNED		
In the event of a return authorization, carriage, freight should be carried out only through courier _____		
_____	_____	_____
DATE	SIGNATURE AND STAMP	RMA No.

The inclusion of all the required information is essential so Tecnoservice to authorize and process the returned parts.

### SPACE RESERVED FOR CUSTOMER (to be filled in each part)

<i>Company Name</i>	<i>Address</i>	<i>Telephone Contact</i>
<i>Email</i>	<i>Reference person</i>	<i>Fax</i>

**REASON FOR RETURN**     Repair     Non-Compliance Technical     Other \*

\* Comments

### LIST OF PARTS

QUANTITY '	CODE	PRODUCT DESCRIPTION	REF. OUR DDT

**A REPORT OF FAILURES**, tick with the request to repair if you want the detailed report, cost report charged.

### DESCRIPTION OF PROBLEM FOUND

### LOOK OUT:

- in cases where the material made, even if in warranty, does not highlight any problem and
  - DO NOT under warranty for material you decide not to repair
- will however be charged the costs, vary according to the type of product, for fees "Report of Inspection";

\_\_\_\_\_

Date

\_\_\_\_\_

Signature and Stamp Acceptance of Terms



## CONDITIONS FOR ACCEPTANCE OF MATERIALS

### REQUEST REPLACEMENT / REPAIR

The reports made must be communicated, exclusively through the RMA form, duly completed and faxed to the nr. **+39.0535/613067** or email: **support@tcan.it**.

### PROCEDURE FOR SENDING MATERIAL

Only after authorization by Tecnoservice (RMA) the client must:

1. Include the RMA in the shipment;
2. Return the material, if possible, with the original packaging;
3. The document of transport must bear a causal reason for return "Returned for repair", only if authorized "Return Warranty repair";
4. Is at the discretion of Tecnoservice repair or replace the defective item.

**Any material returned without our authorization will be refused.**

Failure to complete all the necessary information will affect the acceptance and timing of administration of the practice of repair / replacement.

### PLACE OF DELIVERY FOR DIRECT CUSTOMERS / DISTRIBUTORS

- If the faulty parts have been purchased directly from Tecnoservice, send the material, with permission, at the following address:

TECNOSERVICE e C. snc  
Via 1° Gennaio 1948, 3/5  
41037 Mirandola (MO)

### PLACE OF DELIVERY TO CUSTOMERS NOT DIRECT

- If the faulty parts were purchased through distributors, to send the material, with permission to the respective distributor.

Estimated times of repair: 6 weeks. (The timing of repair can vary depending on the type of product).

### SHIPPING COSTS

The shipping costs to send the material to authorized returned for repair shall be borne by the customer, Tecnoservice will refund the material, asking for informations if you have forwarder.

For emergencies contact the Office of Support Service (E-mail: [support@tcan.it](mailto:support@tcan.it))

### NON COMPLIANT

The technical non-compliance must be reported within 15 days from the date of receipt of the material, exclusively through the RMA form duly filled out and sent by fax to no. +39.0535/613067 or by email at [support@tcan.it](mailto:support@tcan.it).

Transportation costs related to the resulting material does not comply will be borne entirely by Tecnoservice. The client, after receiving authorization to return by Tecnoservice, will therefore have to send the non-conforming material "port assigned" following the indications provided on the RMA form that will be sent.

### MATERIAL WARRANTY

For the material you will be contacted by our warranty. Office Support Service in order to provide information about the lot, serial number, and photo to be sent to [support@tcan.it](mailto:support@tcan.it) to evaluate the warranty and shipping.