

RETURN FORM (RMA)

PLEASE SEND TO: rma@es-ecoservice.it

CUSTOMER REFERENCES

Last Update: 2020.01.07

Date:	Company name:
Reference Person:	
Telephone:	E-mail:
Company Address (Address,Zip Code,City,District,State):	
Sender's Company name:	
Pickup Address (Address,Zip Code,City,District,State):	
Transport Document N.:	Transport Document Date:
Pickup Time:	

PRODUCT REFERENCES / REASONS FOR RETURN

INVOICE DATE	INVOICE N.	QUANTITY	PRODUCT CODE	PRINTER MODEL
Chip not recognized	Not Installable / Mechanical problems	Print Defects	Shipping Error	Other problems:
Chip not recognized	Not Installable / Mechanical problems	Print Defects	Shipping Error	Other problems:
Chip not recognized	Not Installable / Mechanical problems	Print Defects	Shipping Error	Other problems:
Chip not recognized	Not Installable / Mechanical problems	Print Defects	Shipping Error	Other problems:
Chip not recognized	Not Installable / Mechanical problems	Print Defects	Shipping Error	Other problems:
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Chip not recognized	Not Installable / Mechanical problems	Print Defects	Shipping Error	Other problems:
Chip not recognized	Not Installable / Mechanical problems	Print Defects	Shipping Error	Other problems:
Chip not recognized	Not Installable / Mechanical problems	Print Defects	Shipping Error	Other problems:

WARNING! ALWAYS FILL THE FOLLOWING FIELDS

BOXES NR.:	TOT. WEIGHT:	DIMENSIONS:
1. In order to accept RMA regarding printing defects it is necessary to attach one or more proofs of poor copies. 2. At the time of shipment of goods put in the box the transport document. 3. Write the authorization RMA number on all boxes that will be sent.		

SPACE RESERVED TO ECOSERVICE

RMA NR.:	AUTHORIZATION SIGNATURE:
PICKUP DATE:	COURIER NAME:

Note: Ecoservice will not take over the requests from Customers who have not read, approved and signed the General Warranty Rules.



GENERAL WARRANTY RULES

With this document, **EcoService owned by Paolo Santarelli** based in Via D. Pettinelli, 19-21, 62024 Matelica (province of Macerata), below referred to as the **Supplier**, will replace the returned faulty goods within 15 working days from the date of receipt of the goods by the **Customer**.

Art. 1) Warranty

The warranty on the purchased product has a **1-year** duration from the date of purchase of the product, period over which the **Supplier** is considered free from any obligation to the **Customer**. For the entire duration of the warranty, the **Customer** has the right to request, return and obtain the replacement of any faulty product without any additional charge.

Art. 2) Request and authorization of returned goods

Any **Customer** - after having seen and accepted these General Warranty Rules - who is willing to return goods will have to apply, in advance, for the **RMA number** (Return Merchandise Authorization) to the **Supplier**, using only the "**Return Form (RMA)**", duly filled out in all its parts. This number - assigned by the **Supplier** and notified to the **Customer** - will be quoted by the customer on the delivery note (Documento di Trasporto - DDT) which comes with the goods and is placed on the outside of the package and is visible. Failure to do this will lead to the non-acceptance of the goods.

Art. 3) Packaging of the returned goods

Every returned product must be packed using, possibly, the same packaging in which it has been supplied by the **Supplier**, including proof and fault description. The returned product must also not show evidence of tampering (including the removal of the identifying stickers signs of the product: barcodes). Failure to observe the above will automatically void the warranty.

Art. 4) Collection and Transport

The product, with all its original packaging, will be collected by a courier sent by the **Supplier** within 15 days from the date of approval of the Return Form (RMA). If the percentage of products that are not under warranty is more than 50% of all returned products, the carriage costs will be charged to the **Customer** with the first item of the following accounting transaction.

Art. 5) Limited warranty

The warranty will not be recognized on empty products or otherwise used for more than 50% of their capacity. The warranty will not be recognized also for faults caused by improper use or improper handling of the product by the **Customer** or End User.

Any request for warranty by **Customers** with insolvency, even partial, of overdue payments will be rejected, a priori. It will be possible, at the discretion of the **Supplier**, to accept the return under warranty, enclosing proof of payment at the same time when sending the Return Form (RMA).

Art. 6) Negative outcome of product check

In the event that the returned product check does not meet the requirements of the guarantee, the **Supplier** will promptly notify the **Customer** also providing a detailed motivation. Once the check has been completed, and the product is not covered by the warranty it will remain available to the **Customer** for a period of 30 days for any expert evaluation at the headquarters of the **Supplier**.

After this time, the product will be disposed in accordance to local regulations (Legislative Decree no. 152 of 3 April 2006 "Environmental Regulations").

In relation to products returned for repair under warranty and that - as a result of checks carried out by the **Supplier** - are not in fact recognized as guaranteed, the **Supplier** reserves the right to charge the **Customer** a flat rate penalty, calculated on the basis of transport and management costs occurred in the specific case.

Art. 7) Request to return goods for non-use reasons

In relation to products return requests due to a mistaken order of the **Customer** (or for reasons similar to this), despite the validity of the terms of warranty, the **Supplier** reserves the right to authorize or not the return of the goods. Products returned for non-use reasons could be refunded to the **Customer** for a different amount than the original purchase price.

In accordance with art. 1341 and 1342 of the Civil Code, the **Customer** also declares to approve the following conditions. **Art.1** Warranty. **Art.2** Request and authorization of returned goods. **Art.3** Packaging of the returned goods. **Art.4** Collection and transport. **Art.5** Limited warranty. **Art.6** Negative outcome of product check. **Art. 7** Request to return goods for non-use reasons.

Signed in acceptance
Read, approved and signed by the Customer

Stamp and signature

Signed in acceptance
Read, approved and signed by the Supplier

Stamp and signature

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