Electric Automation Network SL

RMA Document

Application for repair or return

Please complete the following fields if you want to return a product or have it repaired and then send the document by email. We will reply with an RMA number, which you must attach to the packaging of the equipment sent.
We will not accept any equipment without an RMA number or which are sent COD.

Applicant details

Customer code	
Company Name	
Name and surname of applicant	
Contact phone number	
email	

Purchase details

Invoice/delivery note number	
Invoice/delivery note date	

Product details

Code	
Reference	
Description	
Serial Number	
Date of manufacture (if available)	
Reason for return	

Problem description

By sending equipment for review you agree, without prior notice, to bear the fixed cost established for checking the item in question and the return postage of the latter.
Terms subject to general conditions of sale.

Name, VAT Number and stamp or signature of applicant

Electric Automation Network SL

ELECTRIC AUTOMATION NETWORK SL
Avenida Comarques del País Valencià nº 123 46930,
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RMA Nº:

Terms of repair / return

- In the event of non-acceptance of the repair quote, the customer shall bear the cost of the analysis performed. The cost of this technical analysis is 140€.

- If the equipment is not withdrawn within 1 month of the date of this quote, it may remain the property of ELECTRIC AUTOMATION NETWORK SL.

- Analyses performed on equipment that works correctly are not covered by the guarantee or exempt from the repair cost.

- Guarantees do not cover postage.

- Repair of equipment under guarantee will be ineffective if the product has no serial number and manufacturing date.

- The deadline for acceptance of return of an item is 7 days from the data of purchase. If the item returned has been used or is not in the original packaging, the return will not be accepted.

- NO CLAIMS WILL BE ACCEPTED MORE THAN 24 H. AFTER RECEIPT OF THE MATERIAL. IF TRANSPORT CAUSES ANY INCIDENT IN THE ITEM PURCHASED, THE CUSTOMER MUST REPORT THE INCIDENT TO ELECTRIC AUTOMATION NETWORK SL TO NEGOTIATE ANY COMPENSATION THAT MAY APPLY WITH THE TRANSPORT AGENCY.

Acceptance of the terms of repair and return

By signing this document, you accept the company's terms of repair and return.

Customer name _____

Company name _____

Date and customer´s signature

_____ _____ , 20____ Signature: _____

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