

**RMA FORM – GOODS RETURN FOR CHECK – REPAIR – REPLACEMENT**

To be completed in full and signed, then sent to the email address [susanna.cravero@dimacsrl.com](mailto:susanna.cravero@dimacsrl.com) before sending the goods

**BILLING ADDRESS**

<b>DATE OF THE REQUEST</b>		<b>CUSTOMER ORDER NUMBER</b>	
<b>COMPANY NAME</b>			
<b>COMPANY ADDRESS</b>	<i>Street/Number</i>		
<b>CITY</b>		<b>PROV</b>	<b>POSTCODE</b>

**SERVICE CONTACT INFORMATION**

(Technician or machine operator info required)

<b>FULL NAME</b>			
<b>ASSISTANCE ADDRESS</b>	<i>Street/Number (IF DIFFERENT FROM THE REGISTERED OFFICE)</i>		
<b>CITY</b>		<b>PROV</b>	<b>POSTCODE</b>

**WHAT IS WRONG WITH THE EQUIPMENT?**

<b>MACHINE MODEL</b>		<b>SERIAL N°</b>	
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**SHORT DESCRIPTION OF THE ISSUE**

**GOODS SHIPMENT INSTRUCTIONS**

- 1) Create a delivery note with reason: FOR REPAIR
- 2) Properly pack the goods
- 3) Put a copy of the delivery note inside the packing
- 4) Label the pack with your company information

**SHIPPING ADDRESS**

**DIMAC SRL**  
**SS N 10 PER VOGHERA 93/5/D**  
**15057 TORTONA AL**

**GENERAL CONDITIONS OF THE SERVICE**

The customer is responsible for all transportation costs (both outbound and return) related to goods declared defective. These goods are transported at the customer's risk. Should the goods, upon inspection, be found to be in working conditions or irreparable conditions, or if the repair offer is not accepted, then it will be returned to the customer with a fee of €500 + VAT. Payment conditions: AGAINST INVOICE.

Items under warranty will be returned to the customer without any additional charges, except for transport costs. For items not covered by warranty, a repair quote will be provided, and repairs will only be performed upon acceptance of the offer.

<b>LEGAL REPRESENTATIVE NAME AND SURNAME</b>		<b>Stamp and sign for acceptance</b>
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*Data processing will be carried out in compliance and in accordance with the obligations of the EU Regulation 2016/679 on Privacy.*

*Thank you for being a valued customer. We look forward to serving you.*