



To let us have back by fax at number +39 0422 785426 or by e-mail to [amministrazione@sestosenzo3d.com](mailto:amministrazione@sestosenzo3d.com)

Customer ID \_\_\_\_\_ Date \_\_\_\_\_

Company Name \_\_\_\_\_

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Address \_\_\_\_\_ Zip CODE \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

eMail \_\_\_\_\_

Invoice Number

Invoice Date

Product Model

Serial Number

Reason for DOA

<b>Reserved to Sesto Senso S.r.l. Mediastore</b>	
DOA Accepted YES <input type="checkbox"/> NO <input type="checkbox"/>	DOA Number _____
Reason for DOA not Accepted _____	Date _____

## **IMPORTANT - Conditions**

The good/s HAS TO BE SHIPPED BACK WITHIN 15 days from the date the customer receives RMA Number by courier and not by post, at charge of customer.

The good/s HAS TO BE SHIPPED absolutely with RMA module in all details requested especially in the description about defect or damage of the product.

Please, WRITE CLEARLY IN THE EXTERNAL PACKAGE and on SHIPMENT DOCUMENT RMA NUMBER: if the PACKAGE WILL NOT HAVE NO RMA NUMBER WRITTEN OUR WAREHOUSE MEN ARE NOT AUTHORIZED TO ACCEPT THE PACKAGE.

THE GOOD/S HAS TO RETURN WITH NO LABEL, NO PEN WRITINGS, NO SYMBOL OR TRADE-MARK OF THE CUSTOMER: if we will receive the good/s with at least just one of these possibility for us IT WILL NOT POSSIBLE TO REPLACE THE DEFECTED/DAMAGED PRODUCT/S.

Moreover we will not replace the product/s when THE CUSTOMER WILL DAMAGE SEALS WARRANTY of the PRODUCT/S. The product/s has to be contained by another box to limit any kind of damage.

ATTENTION: THE GOOD/S NOT REPLACEABLE WE WILL SHIP BACK TO THE CUSTOMER AT HIS CHARGE.

If we will receive the good/s which normally works with no damage/defect or it's not possible to replace it WE WILL SHIP BACK WITH 15% "RESTOCKING" OF THE PRODUCT VALUE.

Thanks for your help – Sesto Senso S.r.l. Mediastore