

RMA REQUEST FORM

TO BE WRITED BY CUSTOMER					
COMPANY NAME	-----		CONTACT PERSON :	-----	
ADREES	-----	POSTAL	STATE	-----	
	-----	CODE	City	-----	
	-----	-----			
Telephone	-----	Fax	-----	E-Mail	-----
Model. N.	-----	Product Description	-----	Quantity	-----
RMA TYPE	Warranty []		Exchange []		
Problem Description	----- ----- -----				
Note					

It's mandatory to send us a copy of the original invoice regarding the items bought. Without such document we cannot process your request.

Reserved to Intellisystem Technologies Srl						
Class. N°:	Date: .../.../.....	RMA N°:	Date: .../.../.....	Sign. :	SS	SST
RECEIVED ITEMS STATUS	PACKAGE	Sealed []	Integral []	Broken []	Original Package Missing []	Absent []
	ACCESSORIES	Complete []	Incomplete []	Missing Parts :		
TECHNICAL VERIFICATION	Date	.../.../.....	VERIFIED BY	SST	Sign.
	----- ----- -----					

CREDIT NOTE SECTION	Item Value	-----	Credit Value	-----
---------------------	------------	-------	--------------	-------

APPROVATION	SS	Date .../.../.....	Sign
-------------	----	--------------------	------------

Note :

1. Returns are not permissible except the following conditions: proven defective product, warranty return and order/shipping error. Returns for other than the reasons listed above are subject to a case by case review. If product is not defective, customer is responsible for outbound shipping costs.
2. An approved return may be subject to a minimum of 20% restocking charge as well as any irreversible charges incurred. All returns must be in original packaging, in new condition with the packing slip, all warranty cards, manuals and accessories.
3. International customers are responsible for both inbound and outbound freight charges, customs and duties on returns.
4. Non-Refundable Items Opened Software, Videos, Manuals, OEM Manufactured items and Specially Ordered items are NON-REFUNDABLE.
5. This warranty does NOT cover return shipping, freight, or duties. Intellisystem Technologies reserves the sole right to repair, refund, or substitute returns with a comparable product. Intellisystem Technologies and its Service Providers are not responsible for damage or loss during shipping.

CUSTOMER SIGNATURE AND STAMP

DATE

