

Return Merchandise Authorization (RMA) form:

Important: before returning any item under warranty repair, you must obtain a Return Merchandise Authorization (RMA) number by filling out the following form and send it to e-mail address info@caenels.com. If more than one product has to be returned, complete the form for each product. After the receiving of the RMA number(s) you have to clearly mark on the outside of package the RMA number(s) and send the package to:

CAEN ELS s.r.l.
SS14, km 163,5
34149 – Basovizza (TS)
Italy

Sender:	
Name*:	Company/Istitution*:
Address*:	ZIP/Postal code*:
City*:	State/Province*:
Country*:	Phone*:
Fax:	E-mail*:

Product description:	
Model name*:	Model s/n*:
Date of purchase:	In warranty*: <input type="checkbox"/> yes <input type="checkbox"/> no
Invoice number*:	
Failure description:	

Note: fields marked with * are required.

Date: _____

Signature: _____

Terms and conditions:

- Any product returned to CAEN ELS s.r.l. without a valid RMA number clearly marked on the outside of the package will be returned to customer at customer's expense.
- CAEN ELS s.r.l. is not responsible for packages with missing contents. CAEN ELS s.r.l. will inform you if a package is received without its contents. You will need to contact the shipper regarding any disputes while the package is in transit.
- Customer bears the cost of sending the defective unit(s) to CAEN ELS s.r.l., and CAEN ELS s.r.l. bears the cost of shipping the replacement unit(s) to customer.
- International customers are responsible for custom charges including, but not limited to, brokerage, taxes, duties and other fees.
- CAEN ELS s.r.l. will not replace products that fall within the warranty period.
- CAEN ELS s.r.l. will repair or replace your returned unit with another unit that is tested and verified to be in new or refurbished condition. You may not receive the original unit back.
- Damages, defects or missing products must be reported within 5 business days of receipt of the replaced unit(s).