

Return Merchandise Authorization

Terms and conditions

- 1.** 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;
- 2.** Any product should be returned into its original packaging. If not possible, the customer should take care of providing an adequate and safe packaging for the returned product and once the product is shipped back to the customer, the cost of the new original packaging will be charged in the repair cost;
- 3.** 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;
- 4.** 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;
- 5.** International customers are responsible for custom charges including, but not limited to, brokerage, taxes, duties and other fees;
- 6.** CAEN ELS s.r.l. will not replace products that fall within the warranty period;
- 7.** 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;
- 8.** Damages, defects or missing products must be reported within 5 business days of receipt of the replaced unit(s).

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