

## “RMA” request form (Return Material Authorization)

Complete the following form and send it back by email to:

[service@sgm-lektra.com](mailto:service@sgm-lektra.com)

In order to protect the health and safety of our personnel, the instrument must be thoroughly cleaned before being shipped in order to eliminate the presence of toxic and foul-smelling substances.

- DATE: \_\_\_/\_\_\_/\_\_\_\_\_
- COMPANY: \_\_\_\_\_
- TEL: \_\_\_\_\_
- E-MAIL: \_\_\_\_\_
- REFERENT: \_\_\_\_\_

### INSTRUMENT’S INFORMATION

- MODEL: \_\_\_\_\_
- SERIAL NUMBER: \_\_\_\_\_
- DATE OF PURCHASE: \_\_\_/\_\_\_/\_\_\_\_\_

### DETAILED AND ACCURATE DESCRIPTION OF THE DEFECT/FAILURE

Please provide an accurate description of the failure, especially if not continuous or if it happens in particular working conditions. We kindly suggest to add pictures showing the installation of the instrument.

- Fixed fee for dossier opening: 60,00€
- The fixed fee for dossier opening will not be invoiced in case of repair under warranty.
- The fixed fee will be invoiced in case the damage/defect is caused by a negligence and/or by an incorrect configuration on the part of the customer, even if occurred during the warranty period
- Timing for repair: 10 working days after the acceptance of the repair cost (if any).
- Warranty: 3 months
- Shipment to SGM LEKTRA on DOOR TO DOOR basis
- The instrument will be returned on freight collect basis after 30 working days if we do not receive an acceptance of the repair cost or any other instruction (return/disposal)

**A COPY OF THIS FORM MUST BE INCLUDED INTO THE PACKAGE WITH THE INSTRUMENT.**

**IT IS MANDATORY TO RECEIVE THE AUTHORIZATION BEFORE SHIPPING TO SGM-LEKTRA.**

**Privacy Notice:** SGM-Lektra S.r.l will process your personal data in compliance with the provisions of EU Regulation 679/2016 (GDPR). The data will be processed in paper, electronic and telematic format for the following purposes: i) administrative management of the service supply contract, ii) management of your commercial and technical requests, iii) execution of the obligations deriving from the contractual relationships between You and SGM, iv) fulfillment of legal obligations. Data controller: SGM-Lektra S.r.l. Place of data processing: Italy.

**For acceptance (signature and stamp)**