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| --- | --- | --- | --- |
| SHIPPING ADDRESS |  | RMA REQUEST |  |
| Company |  | Date of application |  |
| Att. |  | Customer |  |
| Address |  |  |  |
| City |  |  |  |
| CP |  |  |  |
| Phone |  |  |  |
| C.I.F. |  |  |  |

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**RMA APPLICATION FORM**

|  ITEM |  PRODUCT |  END CUSTOMER | SERIAL NO. | PROBLEM DESCRIPTION |
| --- | --- | --- | --- | --- |
| 01 |  |  |  |  |
| 02 |  |  |  |  |
| 03 |  |  |  |  |
| 04 |  |  |  |  |
| 05 |  |  |  |  |

**NOTES**

1. Fax or e-mail (rma@scati.com) this RMA request with all the data duly completed.
2. **Any shipment without prior RMA request will be refused.**
3. Only a maximum of 5 products are accepted for repair per RMA request. In case of a repair request for more than 5 products, the repair time may be affected.
4. The material must be sent together with its manuals, diskettes, CD, documents, and/or any other accessory included at the time of purchase in perfect condition, preferably in the original packaging. Damaged, unpackaged or improperly handled material will not be accepted.
5. **Any shipment without the RMA document issued by Scati Labs S.A. in a visible place will be refused.**
6. All shipments by the customer will be sent **prepaid** to our address: **Bari, 45 Plataforma Logística PLAZA, 50197 Zaragoza** (Spain).
7. If the material is under warranty, it will be returned **carriage paid**. Otherwise, it will be returned **freight collect**. The customer can take charge of the collection, having 30 calendar days to do so, period after which there will be a charge of 0.05 € / day for storage.
8. If the product is not under warranty, Scati Labs S.A. will send you a repair estimate, which, if not accepted, will be charged with one hour of labor.
9. If the product is not under warranty and Scati Labs S.A. declares it irreparable, it will be returned **freight collect**. The customer can take charge of the collection, having 30 calendar days to do so, period after which it will be charged 0.05 € / day for storage. Scati Labs S.A. offers its customers the service of destruction of the product according to current legislation.
10. Under no circumstances will Scati Labs S.A. store the customer's product for more than 3 months, after which time it will be destroyed in accordance with current legislation.