		Pagina 1 di 2	
RETURN AUTHORIZATION FORM		<i>Document</i> RMA_EN	<i>Revision</i> 01
		<i>Date</i> 16/11/2019	

1. INFORMATION NECESSARY TO AUTHORIZE THE RETURN


To proceed with the return of the material for revision, repair or modification, we kindly invite you to **fill out** the form below complete with all the details relating to the technical assistance requested and send it to the e-mail address: info@speich.com.

After submitting it you will receive a summary email with the **authorization number (RMA)** if authorized. In order to be able to better manage your request and to be able to record the arrival of your material, we ask you to **indicate the RMA authorization number in your transport document (DDT)**.

As soon as we receive your shipment we will give you feedback as soon as possible.

N.B. Any shipment of the product without authorization may result in ancillary costs and low management priority compared to support requests with complete information.

CUSTOMER DATA			
Company name*			
Company address*			
Your referent*			
Telephone		E-mail address*	
Invoice number (if customer)			
Seller name			
RETURN INSTRUCTIONS			
Please send the material, in carriage ex works, including this completed form to the following address:			
<i>Speich S.r.l. – Via Gelasio Adamoli 443, 16141 Genova (GE), Italy – Tel. 0039 010 8380676</i>			
Please indicate below the return instructions for the repaired/replaced material. In the absence of such instructions, we will return the material in free mode with charge on the invoice by our courier.			
Contact name *			
Full delivery address (street, civic, postal code, city, region, country) *			
Courier name		Subscription code	
Special return instructions			
RETURN INFORMATION			
<input type="checkbox"/> For repair	<input type="checkbox"/> For revision	<input type="checkbox"/> For modify	<input type="checkbox"/> Other
Part Number		Serial Number **	Q.ty *
Full description of the reason for the return *:			
SPEICH Referent***		RMA Number***	
* Mandatory field	** Campo mandatory for warranty returns	*** Data provided by SPEICH	
<i>By making the return, I accept the following conditions and methods of return</i>			

			Pagina 2 di 2
RETURN AUTHORIZATION FORM	<i>Document</i>	<i>Revision</i>	<i>Date</i>
	RMA_EN	01	16/11/2019

2. RETURN POLICY

- 2.1. Returns with a procedure other than that indicated by Speich S.r.l. (hereinafter "SPEICH") will not be accepted starting from the communication of the data necessary for the authorization to return (see Par.1).
- 2.2. The goods must be returned complete with all its parts as per the sales package ex our warehouse accompanied by the transport document bearing the return authorization number (RMA) provided by SPEICH.
- 2.3. The repair is intended to relate to the object of the defect communicated at the time of authorization and related notes.
- 2.4. The returned material is judged defective or malfunctioning, unquestionably by SPEICH, based on the compliance of the product with the project specifications and the production standard.
- 2.5. In case of return of products during the warranty period:
 - You must attach/provide a proof of purchase (copy of the invoice, a serial number identifying the product, etc.)
 - SPEICH will test the product according to the problem description listed in the RMA request form.
 - After the evaluation of SPEICH, the warranty will be determined or not.
 - If the description of the problem is the same as indicated in the RMA request form, the product will be repaired or replaced free of charge, at the discretion of SPEICH, under warranty and returned, carriage paid, to the customer.
 - If the description of the problem is different from that listed in the RMA request form or damaged by delivery, we will contact the customer.
 - If the product does not present identifiable problems, we reserve the right to charge the cost of testing and return delivery.
- 2.6. In case of return of product out of warranty:
 - After the evaluation of SPEICH, the customer will be informed of the cost of the repair.
 - The goods will be repaired only after written approval of the estimate and / or sending of a repair order.
 - The replaced parts will be disposed of by SPEICH unless otherwise requested by the Customer.
 - If the description of the problem is different from that listed in the RMA request form or damaged by delivery, we will contact the customer.
 - If the product does not have identifiable problems, we reserve the right to charge for testing and return delivery.

3. EXCLUSIONS OF LIABILITY

- 3.1. The validity period of an RMA is 30 days; the validity of the repair/replacement estimate is equal to 60 days. In case of non-response to our quote, the returned material will be stored in SPEICH up to a maximum of 12 months after which it will be returned at the expense of the customer as it was sent.
- 3.2. SPEICH is not responsible for damage or lost products caused by shipping. Any damage or subsequent failure of products related to inappropriate packaging will result in additional costs for the repair of the product.
- 3.3. SPEICH is not liable for any other defect that occurred even on the day of delivery but not reported at the time of sending for repair.
- 3.4. Products tampered with by third parties (other than SPEICH), installed or maintained incorrectly as indicated in the specific technical manual during the warranty period definitively lose the right to this service.
- 3.5. Repairs and order modifications requested by the buyer, including those concerning the type, scope and delivery of the products, must be documented in writing and are subject to prior approval and adjustment of price, schedule and other related terms and conditions by SPEICH.
- 3.6. To the maximum extent permitted by applicable law, SPEICH shall not be liable for any interruption of work or loss of profits, revenues, materials or any form of incidental, indirect or consequential damages of any kind resulting from installation errors and misuse of its products. Any legal action must be resolved in the Italian courts under Italian law.

4. TRANSPORT

- 4.1. Please pack the return carefully.
- 4.2. In the case of return for repair or replacement of the product, expenses, charges and risks of transport are the sole responsibility of the Customer and therefore any shipments in port assigned will be rejected.
- 4.3. SPEICH is exempt from any liability for any loss and delay during the transport organized by the Customer.
- 4.4. In case of return of a working product, the transport costs for the return will be borne by the Customer.
- 4.5. When carriage free of charge is granted, SPEICH will agree with the Customer on the price for the costs of transport and any insurance.

5. DATA PROCESSING

- 5.1. The data collected, stored, recorded and exchanged between SPEICH and the Customer during the performance of the return will be processed in accordance with EU Reg. no. 2016/679 (GDPR) and used exclusively for the purposes related to the execution of the same.