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| RETURN MERCHANDISE AUTHORIZATION (RMA) FORM |
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Company information:

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| --- | --- | --- | --- |
| Company: |  | Phone Number: |  |
| Contact person: |  | Email address: |  |

Product return address:

|  |  |  |  |
| --- | --- | --- | --- |
| Address: (street, building) |  | Post Code: |  |
| City: |  | Country: |  |

Product information

|  |  |  |  |
| --- | --- | --- | --- |
| No. | Product name | Serial Number | Detailed problem description |
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Please read RMA return policy carefully and fill out this form completely.

 **YES, I AGREE WITH RETURN POLICY**

**Signature:**

RMA conditions on opposite site of this document.

**RMA CRITERIA**

This warranty does not cover defects or malfunctions caused by misuse, abuse or improper maintenance, failure to follow operating instructions, or use with equipment with which is not intended to be used.

Customers are only allowed to return products as a result of the product being defective or manufacturing error and when a Return Material Authorization (RMA) number has been issued.

* Products must have been purchased directly from Elseta.
* Out of Policy requests are subject to acceptance by Elseta. A restocking fee may apply.
* Products must be returned to Elseta within 60 days of receiving your Returns Material Authorization (RMA) number.

**If you did not purchase the product directly from Elseta, please refer to your distributor or reseller’s point of contact for all information on return of Elseta products.**

**RMA RETURN INSTRUCTIONS**

Fill in RMA WEB form and submit it to our system, we will check all information and respond to you within 48 hours. RMA number with RMA request form will be sent via e-mail. In case if you does not receive RMA number in 48hours please write email to support@elseta.com

Material must be properly packed (preferably in original box);

\* Customer will take full responsibility for proper packaging equipment to be returned to Elseta;

RMA number should be clearly marked on outside of the box;

Please print received Return Merchandise Authorization (RMA) Request Form and send it back alongside with devices.

Once your return is received and inspected, we will send you an email to notify you that we have received your returned items and their warranty type.

**SHIPPING**

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. We recommend using a trackable shipping service. We don’t guarantee that we will receive your returned items. RMA items should be sent to the following address: L. Zamenhofo Str. 5, LT-06332 Vilnius, Lithuania, Tel: +370 5 2032302.

Elseta is not responsible for lost or stolen packages confirmed to be delivered to the address entered for an order.

Non warranty repair: After non warranty repair payment request (pro forma or invoice) is sent to client, within 30 days payment must be received. If Elseta will not receive payment after 30 days, we have full right to utilize product.

According to GDPR regulation, provided private data will be used with care and only for warranty purpose.