RMA Request form

**Important: Returns only will be processed with RMA assigned and by completing this form. Enquiries to** [**service@prodys.net**](mailto:service@prodys.net)

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| --- | --- |
| **RMA Number**: *To be filled out by Prodys*  Date: Issued by: | |
| **Company** |  |
| **Address** |  |
| **Contact person:** |  |
| **Email** |  |
| **Return address &**  **Shipping details**  (freight forwarder,account number and service) |  |

Reparation:  Return:  Updating:  loan  Under warranty

|  |  |  |  |
| --- | --- | --- | --- |
| **Model** |  | **Serial No** |  |
| **Seller** |  | **Purchase date** |  |
| **Version** |  | | |
| **Accessories** |  | | |
| **Description** |  | | |
| **PLEASE READ THE TERMS AND CONDITIONS OF THIS RMA CAREFULLY.**   1. **Complete and sign this RMA form once you have been assigned an RMA number, include it in the package and clearly mark the RMA number on the outside of the shipping box.** 2. **Shipping address: C/Avena 44, nave 2. 28914 Leganés-Madrid (SPAIN).** 3. **The RMA is valid for 1 month.** 4. **As a general rule, the customer has to pay the shipping costs to send the defective item to Prodys. Prodys will bear the shipping costs for the return of the repaired item.** 5. **The customer is responsible for any damage or loss of goods caused during the return shipment to Prodys.** 6. **If you are returning the goods at the end of the evaluation period, please return them in their original box complete with all accessories and documentation. All missing parts will be invoiced accordingly.** 7. **Any physical damage or work done by the customer to the product or part thereof voids the warranty.** 8. **No repair estimates are provided prior to service, but the customer will be consulted beforehand if the cost of repair may exceed 25% of the original purchase price.** 9. **To process shipments for repair from countries outside the European Union we recommend indicating the minimum value of the goods possible for customs clearance. mentioning on the shipping invoice: DEFECTIVE ITEMS WITHOUT COMMERCIAL VALUE - PROOF INVOICE FOR CUSTOMS PURPOSES ONLY.** 10. **More information at https://www.prodys.net/es/service-policy/**   Sign: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | |