

APPLICATION FOR RETURN MATERIAL AUTHORIZATION (RMA)

Entering all the required information is essential for Refrind S.r.l. dei f.lli Bettini to authorize and process the returned parts.

CUSTOMER REFERENCES

Company name	
Address	
City	
Country	

CUSTOMER REFERENCE TECHNICIAN

Name			
Phone		E-mail	

UNIT/PRODUCT REFERENCES

Model		Machinery use	
Quantity		Installation site	
Serial number		Manufacturing date	

REASON FOR RETURN

☐ Repair	☐ Replacement	☐ Other
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Problem description

(insert complete information including event frequency, environmental and working conditions, operating temperatures. If possible, attach photographic or video reports and any information that may allow for an immediate diagnosis)

ACCOMPANYING ACCESSORIES

Code	Quantity	Description

CONDITIONS FOR ACCEPTANCE OF MATERIAL RETURNS

Dear customer,

The acceptance of goods deemed defective is subject to your agreement to the following commercial conditions, which we ask you to return initialed, along with the duly completed RMA form.

Below are the conditions and guidelines to be followed to ensure optimal management of returns:

- 1) Return notifications must be communicated exclusively through the RMA form, duly completed and sent via email to aftersales@refrind.com.
Return authorization requests received with partial or non-exhaustive data, which will not allow for effective diagnostic activity, will be rejected.
- 2) Before proceeding with the return of the material, you must wait for our designated department to issue the return authorization, indicating the unique identification number.
This reference must be reported in the transport documents.
Goods received at our warehouses without return authorization will be rejected
- 3) The systems must be shipped to Refrind in the same conditions as delivered to the customer.
- 4) Returned products that have been disassembled or tampered with will not be examined, and the warranty will not be recognized.
- 5) In the event that the analysis of the product or component within the warranty period reveals:
 - a. breakages or failures attributable to incorrect transport and handling
 - b. failures attributable to maintenance defects
 - c. failures caused by misuse
 - d. modifications or repairs made by third parties without official Refrind authorizationthe warranty will not be recognized.
- 6) The responsible Refrind representative will officially communicate, via email and possible supporting videos/photographs, the reasons for rejecting the warranty. If the customer requests, they will proceed to draw up an economic offer for the repair service.
- 7) Following the analysis of returned products by Refrind technicians, our representative will send a quote indicating the costs necessary for repair. In case the customer decides NOT to proceed with the repair activity, a cost of € 250.00 will still be charged for EACH analysis performed.
- 8) The management of a warranty product return whose internal analysis does NOT reveal any defect will result in the charging of analysis costs as reported in the previous point (5).
- 9) Returned products must be adequately protected during transport, preferably with the original packaging. Refrind will not be responsible for damages caused by packaging defects or the quality of the transport service.
- 10) The goods must be delivered to:

Refrind S.r.l. dei f.lli Bettini
Via B. Colleoni 37
24060 Gorlago (BG) Italia

- 1) Shipping costs are borne by the customer.
- 2) The Refrind warranty is to be understood as valid exclusively for manufacturing defects on the products supplied.

Certain that your cooperation in respecting these procedures will allow us to provide you with better service, we thank you in advance and send Best regards

For customer acceptance, date ____/____/____

Requester Name _____

Signature _____