

# RMA

## AUTHORIZATION FORM FOR RETURN PRODUCT

Complete and send to e-mail at: rma@omsstaff.com or by Fax : +39 049 8975566. OMS SPA resend this form with the RMA number Please include copy of the form the RMA number in the shipment.

<b>Customer</b>		
<b>Contact Person</b>		
<b>Phone</b>		<b>Fax</b> <span style="border-bottom: 1px solid black; width: 100px;"></span>
<b>E-mail</b>		
<b>OMS Order Confirmation</b>		
<b>Signature</b>		_ / _ /20_

Code \ Description	Serial Number	Problem Description

***This area is reserved to OMS SPA only***

RMA Number: \_\_\_\_\_

Operator: \_\_\_\_\_                      Signature: \_\_\_\_\_                      Date: \_\_/\_\_/20\_\_

## General rules for the return of the goods (R.M.A.)

- The warranty on the equipment sold by OMS SPA starts from the date of installation of the product (include the installation and testing record).
- All warranty conditions are stated in the warranty OMS SPA book.
- The devices/equipments which need reinstatement has to be followed by the specific form available from the web site with description of defects found.
- Any material received without the RMA number or previously authorized will be rejected back to the sender.
- The cost of return will be charge to the sender.
- Parts/equipment replaced will become **OMS SPA** property.
- Intervention costs will be charged to the client for parts/equipment that does not have abnormalities, according to a technical report, which will be communicated.
- **OMS SPA** is not responsible for damage to equipment caused by improper transportation or packing/parts

## Procedure for return of goods (R.M.A)

1. Complete the form and send it by e-mail to: [rma@omsstaff.com](mailto:rma@omsstaff.com) or via fax at **+39 049 8975566**. Indicate as much details as possible. The description of the defect must be detailed and not generic: a well description of the defect reduce the repairing /substitution time. Always indicate the serial number of the product.
2. Attend from **OMS SPA** the return authorization form for R.M.A. goods with R.M.A. number and relative approval. **OMS SPA** technical assistance will communicate the R.M.A. number only by fax or e-mail.

Ones you have the R.M.A. number, return the material using an appropriate packaging in order to protect the goods during the transportation. The material must be deliverd by the carrier. The number of R.M.A. must be inserted in the transport document. (only for CEE states)/fattura pro-forma (for Extra CEE states). A copy of R.M.A. form must be inside the packaging that will be shipped. The material must arrive to OMS in C.P.T. incoterms: OMS SPA – Via Dante 20/A – 35030 Caselle di Selvazzano (ITALY)