

REPAIR CUSTOMER INFORMATION

This notice has been created to explain to our customers step by step how to return goods for repair.

A. MATERIAL PURCHASED THROUGH A RESELLER or DISTRIBUTOR

If you have Sensitron S.r.l. material that you would like to send to us for repair, please contact your dealer or distributor directly, through whom we will take charge of your material for repair.

B. MATERIAL PURCHASED DIRECTLY FROM SENSITRON S.r.l.

If you purchased the material directly from us, please follow the instructions listed here:

1. Send an email to RMA@sensitron.it with the completed "Repair Return Authorisation" form attached, which you can find in editable format at www.sensitron.it or which you can request from your Sensitron sales representative.
2. Wait for a reply from RMA@sensitron.it, the e-mail will contain the RMA number. Print out the e-mail and attach it to the shipment. The completed form and the printed e-mail are mandatory documents for the processing of the report. Indicate the RMA number on the delivery note.
3. You will be notified when the repair is taken care of by e-mail from our repair workshop.
4. If the goods are found to be under warranty or free of charge, you will receive your repaired goods within approximately 20 days, except in exceptional cases; if the repair involves a charge for approval, you will be sent an estimate with details of the work and material required to perform the repair.
5. Approval of the quotation shall take place within 30 calendar days from the date of sending. At the end of this period, if approval is not received, the material will be returned to you in the same condition in which it was delivered to us.
6. In cases where the goods are found to be unrepairable, or the repair is not cost-effective, or the quotation is not accepted by requesting the return of the goods, the goods will be returned to you by charging a fixed fee equal to 80% of the cost of labour; if, on the other hand, the quotation is not accepted without the request for the return of the goods, a fixed fee equal to 80% of the cost of labour will be charged with the addition of the cost of handling the disposal.

PLEASE NOTE

- Material sent in for repair without any informative notification to the email RMA@sensitron.it or without a paper attachment with the relevant information (description of the fault and possible agreements with relevant sales personnel) and without an accompanying DDT will not be taken over by our repair workshop.
- Shipments to and from Sensitron S.r.l. of material under repair **are the responsibility of the customer**, as per our Terms & Conditions.

If you have any doubts or questions, please contact us by phone or email RMA@sensitron.it

Sensitron S.r.l.

