


RMA REQUEST

Once examined, you will receive a Return Merchandise Authorization number (RMA).

The RMA number - which is valid **30 days from the issuing date** - has to be written both in the delivery note and in the package otherwise the returned item will be rejected. Please **enclose copy of the delivery note inside the package**.

Commercial returns and incorrect shipment			
	To be sent to your Sales Agent (preferred) or to sales@osculati.it , fax +39 02 2699 1120		
Date		Customer account n.	Company name
Contact person		Telephone n.	E-mail
Item code	Quantity	Invoice n. and date	Reason
			<input type="checkbox"/> Incorrect order / request of credit note¹ Explanation: Item code in replacement: <input type="checkbox"/> Incorrect shipment² Ordered item: Invoiced item: Received item (enclose picture):
			<input type="checkbox"/> Incorrect order / request of credit note¹ Explanation: Item code in replacement: <input type="checkbox"/> Incorrect shipment² Ordered item: Invoiced item: Received item (enclose picture):

Notes:

¹ Commercial returns charge: 10 € per item code + 5% of the returned goods value

² To be requested within 8 days from the delivery

Defective items, warranty and out of warranty repairs					
	To be sent to your Sales Agent (preferred) or to sales@osculati.it , fax +39 02 2699 1120				
Date		Customer account n.	Company name		
Contact person		Telephone n.	E-mail		
Item code	Quantity	Invoice n. and date	Warranty repair	Defect found (enclose pictures)	Serial n. / parcel or lot n. or other product identification number
			<input type="checkbox"/> Yes <input type="checkbox"/> No		
			<input type="checkbox"/> Yes <input type="checkbox"/> No		