


## 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 <a href="mailto:sales@osculati.it">sales@osculati.it</a> , 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"/> <b>Incorrect order / request of credit note<sup>1</sup></b> Explanation: ..... Item code in replacement: .....  <input type="checkbox"/> <b>Incorrect shipment<sup>2</sup></b> Ordered item: ..... Invoiced item: ..... Received item (enclose picture): .....
			<input type="checkbox"/> <b>Incorrect order / request of credit note<sup>1</sup></b> Explanation: ..... Item code in replacement: .....  <input type="checkbox"/> <b>Incorrect shipment<sup>2</sup></b> Ordered item: ..... Invoiced item: ..... Received item (enclose picture): .....

**Notes:**

<sup>1</sup> Commercial returns charge: 3 € per item code + 5% of the returned goods value

<sup>2</sup> 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 <a href="mailto:sales@osculati.it">sales@osculati.it</a> , 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		