

MATERIAL RETURN AUTHORIZATION (RMA)

N° **M**..... -

Dear Customer, Fill the empty spaces with product to be repaired informations and send it by email to: assistenza@groupmcm.com
MCM will give a RMA code and will reply with a module that has to be attached to the shipping product.
We won't accept products without this module. Thanks for your collaboration.

Step 1 – APPLICANT info

Customer: _____ Contact: _____

Shipping Address: _____

Phone: _____ E-Mail: _____

Step 2 – MATERIAL info

Product: _____ Serial Number: _____

Optionals shipped with the product: _____

Detailed malfunction description

WARNING.: Only "It's not working" description can't be accepted. This module MUST be fulfilled

Date: _____

Signature: _____

Step 3 – MATERIAL RETURN AUTHORIZATION – Reserved to MCM

Send material to:

Unless different agreement, the material delivery costs are charged to the applicant. The materials must be packed carefully in order to avoid further damage that will be reported to the applicant (customer): any extra performed repair will be invoiced to the customer himself.

Ship materials with their own transport document with causal RESO RMA N°.....

Step 4 –Reserved to assistance center

Arrival date: _____	Arrival Transp. Doc.: _____	<input type="checkbox"/> Warranty repair
		<input type="checkbox"/> Out of Warranty repair
		<input type="checkbox"/> Others

Repair description

Transport document N.: _____

Date: _____

Technician Signature: _____