

RMA FORM**TERMS AND CONDITIONS**

- It is essential, along with completing this form, to provide a video documentation of the defect encountered.
- The RMA procedure does not, except in special cases, involve direct replacement of the product.
- Wacebo reserves the right to verify the actual entitlement to warranty repair.
- In the case of a paid repair, a quote will be provided for your approval.
- The resolution time for the issue depends entirely on its nature; we will inform you of this after the product has been returned and will aim to make it as brief as possible.
- Each item must be returned in its original packaging (if available) or a similar one, as long as it is suitable for the safe return of the product.
- Products damaged due to inadequate packaging may result in the loss of warranty coverage and paid repairs, as well as delays in the process.

PRODUCT

PRODUCT CODE AND SERIAL NUMBER	
PURCHASE ORDER DOCUMENT (please provide a copy: otherwise, the request will not be processed)	
DESCRIPTION OF THE DEFECT ENCOUNTERED	

ADDRESS WHERE THE PRODUCT IS LOCATED

DENOMINATION	
ADDRESS (Street/Postal code/City/County)	
CONTACT NAME AND MOBILE NUMBER for pick up	
OPENING HOURS	
ADDITIONAL NOTES (e.g. street restrictions, gate info, etc)	

ACCESSORY RETURNS:

In case of return for **repair**: **DO NOT** return the accessories.

In case of return for **replacement**: **return all accessories.**

***** IMPORTANT: FOR THE PICK-UP OPERATION ***** please notify the staff at the entrance of the School/Company so they are informed about the product return. In case of a failed pick-up due to the product not being handed over, the cost of the operation will be charged.

I declare that I have read and fully accepted the terms and conditions mentioned above.

Date _____ Signature _____