



# Return Merchandise Authorization (RMA) Procedure

## **INTRODUCTION**

Before requesting a product repair/replacement, the customer is advised to carefully assess the actual existence of a malfunction/fault and the **cost-effectiveness of the operation**, since the following conditions are considered expressly accepted upon requesting a Return Merchandise Authorisation (RMA).

## **GENERAL TERMS OF SERVICE**

**1)** The customer shall submit a return request prior to shipment, filling out the online "Return Authorisation Request" form available at the RMA section of [www.rta.it/en](http://www.rta.it/en), [www.rta-deutschland.de](http://www.rta-deutschland.de), [www.rta-iberica.es](http://www.rta-iberica.es).

**2)** Any product return due to a malfunction/fault reported by the customer must necessarily be authorised by RTA Srl

Upon receiving the request form, RTA Srl will email the customer either authorising or denying the return. The request will be processed as soon as possible, compatibly with the commercial activities of RTA Srl, without the customer being able to lodge a complaint in this regard.

In the event of the return being authorised, an RMA number will be provided.

Returns will NOT be authorised in the following cases:

- The product was not purchased directly from RTA Srl
- The product was purchased from RTA Srl over 5 years ago.

**3)** The customer shall ship the product free port - together with a copy of the authorisation email and stating the RMA number on all shipping documents and on the outside of the package - to the following address:

**R.T.A. Srl**

**Via Mattei - Fraz. Divisa, 27020 MARCIGNAGO (PV), ITALIA**

**RMA:** [add the RMA number provided]

Goods are sent at the sender's risk.

The products will be returned to the sender, carriage forward, without RTA Srl performing any tests on them in the event of them being:

- sent to RTA Srl with no authorisation or not free port;

- sent to RTA Srl without the RMA number.

**4)** On receiving the product, the RTA Srl technician will carry out a preliminary test to ascertain the actual existence of the malfunction/fault reported by the customer.

**4a)** After conducting the test, if - at the sole discretion of RTA Srl - the product is found to be repairable, the customer will be informed of how the product will be handled, according to one of the following cases:

- **Product under warranty**

The customer will be notified of the malfunction/fault found and of the willingness of RTA Srl to repair the product free of charge, given that it is still under warranty. Please note that any time frame provided in the estimate is merely indicative and not binding on RTA Srl

- **Product no longer under warranty**

The customer will be notified of the malfunction/fault found, as well as of the cost of repairing same and of the payment method and timing. Please note that any time frame provided in the estimate is merely indicative and not binding on RTA Srl.

RTA Srl will repair the product only after the customer has expressly accepted the repair quotation.

Payments and any other sum due to RTA Srl for any reason shall be settled in the manner and time frame indicated by RTA Srl.

Once the repair has been completed, RTA will return the product, carriage forward, together with a copy of the applicable Technical Report.

**4b)** RTA will return the product, carriage forward, and will charge the customer a fixed fee of € 60.00 + VAT to cover assessment and testing costs whenever:

- at the sole discretion of RTA Srl, the preliminary test does NOT reveal a malfunction/fault or the product is deemed unrepairable or RTA Srl ascertains that the product has been tampered with or that the product malfunction/fault is due to incorrect use by the customer;
- the customer expressly rejects the repair estimate;
- the customer does not reply within 60 days of RTA Srl sending the estimate.