

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 of your invoice; otherwise, the request cannot be processed)	
DESCRIPTION OF THE DEFECT ENCOUNTERED	

ADDRESS WHERE THE PRODUCT IS LOCATED

DENOMINATION	
ADDRESS (Street/zip code/City/State/Country)	
CONTACT NAME AND MOBILE NUMBER	
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 _____