Repair conditions: www.robox.it/en/return-material-procedure/

RETURN MATERIAL AUTHORIZATION PROCEDURE (RMA)

TO BE FILLED-IN BY THE CUSTOMER (each part is compulsory)
Following requested information are necessary in order to authorize and start the repair process.

Company name	Address	Contact	E-mail and/or phone number

RETURN REASON	☐ Repair	☐ Technical non-conformity	☐ Other (*)_____	Robox TECHNICIAN already talked to	

PART LISTS (ATTENTION: also indicate accompanying material)

PART NUMBER	SERIAL NUMBER	PROBLEM DESCRIPTION	URGENT (**)
			☐
			☐
			☐
			☐
			☐

(**) See Point 5.3.4 of Repair Conditions for the extra cost for express procedure.

ROBOX SPA TO FILL-IN IN ORDER TO AUTHORIZE THE RETURN

RMA

ROBOX SPA authorizes You to send the material under Incoterms 2020 DAP (Robox S.p.A.).

_____ Date	_____ Seal and signature Robox

_____ DATE

_____ SEAL AND SIGNATURE FOR ACCEPTANCE OF THE REPAIR CONDITIONS

The properly completed form must be sent via e-mail to repairs@robox.it.