

<b>RMA claim no.</b> Assigned by Pollution Srl	
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**RMA REQUEST FORM**

 E-MAIL TO [SERVICE@POLLUTION.IT](mailto:SERVICE@POLLUTION.IT) OR FAX: +39 051 6931818

<b>Organization/Company</b>	
<b>Address (post code, place)</b>	
<b>Contact Name</b>	
<b>Phone / Fax</b>	
<b>E-mail</b>	

**INSTRUMENT DETAILS**

Quantity	Product Description	Product Code	Serial Number (S/N)

- REMOTE SUPPORT
- ASSISTANCE WITH SHIPPING OF ITEMS/ACCESSORIES

**Return Reason/Special Requirements**

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**REPAIR PRE-AUTHORIZATION**

Selecting this box, Pollution is authorised to proceed with the repair of the instrument without prior notice. Whether the instrument was originally sent for general maintenance or calibration, if Pollution's technician determine that additional control/repair is needed, they will proceed with repair without prior agreement in order to fast service the instrument.

<b>Enter items/accesories included in the shipping box(es)</b>

**This form should be sent in with your instrument(s) and a copy for your records.  
 RMA number should be reported outside of the shipping box(es)**

Dear Customer,

Our intention is always to deliver the goods in perfect conditions. In order to be able to properly take care of them, we would like to take into account the following:

**RMA (Return Material Authorisation)**

In order to deal efficiently with your repair request, it is strictly necessary that you always request the RMA number by e-mail or fax. Please write down the assigned number on the RMA document and send it together with the goods. Our service department will only accept merchandise shipped in optimal conditions, possibly with the original packaging. All devolutions without the RMA number will be sent back ex-warehouse.

**Shipping Conditions**

- The RMA request form must be filled in completely and sent in together with the goods
- The RMA number is provided by Pollution Srl and must be written outside of the parcel and be properly legible
- The validity of RMA number is only 15 days; after this time, the RMA expires
- All the returns must be sent carriage-paid
- Please send the items with the original package or with appropriate package to avoid that it gets damaged
- Please send only accessories that you consider essential (cables, power supply, hydrogen cartridge, ecc) for the repair or previously agreed with our service department

**ATTENTION:**

- After careful inspection of the goods by Pollution’s qualified personnel, if the customer decides not to accept the proposed quotation for repair, Pollution Srl reserves the right to charge a fixed fee of € 150 for the identification of the malfunction of the equipment and customer should pay also to return the goods.
- The customer is obliged to take back the goods no later than 90 days from the notice that goods are ready for dispatch (repaired or not repaired). After that date Pollution Srl has no obligation to return or retain the goods at his premises, and has the right to handle the case according to articles 2756 and 2797 of the Italian Civil Code.

SIGNATURE		Date and place	
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Pollution Srl