

RETURN MERCHANDISE AUTHORIZATION (RMA)

All the fields are mandatory

CONTACT INFORMATION

Reserved to SEFA

Date DD / MM / YYYY
Company name
Contact name
Address
Country
Phone
Reseller

Guarantee Yes
No
Status Good
Bad
Date
PI number
RMA #

PRODUCT INFORMATION

Reference
Serial Number
Purchase date DD / MM / YYYY
Invoice number
Problem

This document must be sent by email at support@sefa.fr, with copy of the purchase invoice of the product. Please wait until permission and RMA number before returning the product. Write this RMA number on the parcel to facilitate treatment.

Shipping address SEFA SAS - TECHNICAL SUPPORT
ZI PASTABRAC - 11260 ESPERAZA - FRANCE

Conditions of return of materials in after sales service :

- RETURN AUTHORIZATION : The return authorization of products is delivered by SEFA after receiving this document fully completed. Within 48 hours, a return number will be sent to you and must appear on the package. All parcels arriving at SEFA without RMA request will be refused.
- PACKAGING : The materials must be shipped in their original packaging, designed to protect them effectively during transport. If you no longer have the original packaging, please take all necessary precautions to ensure that the equipment is properly protected and can be transported safely.
- TRANSPORT : Problems arising from transport in the wrong packaging will not be covered by warranty and will be charged as well as labor. We also reserve the right to refuse and therefore return to the sender any product arriving on our premises without RMA number previously granted by our technical support service or in a visible state of breakage or advanced deterioration.
- INFORMATIONS ON THIS DOCUMENT : To treat the service in the best conditions, we ask you to fully complete this RMA sheet and to treat its readability. In the absence of a fault description or in the case of a too succinct description, the precise search for the breakdown can be invoiced (even under warranty). If the equipment has already been the subject of a first service return, thank you to report it.
- PROFORMA AND BILLING : All repairs out of guarantee will be subject to a proforma.

I certify exact the above informations and conform with the return conditions

Date Signature
Name