



## Return Merchandise Authorization

**RETURN FOR:**

- Repair/Replacement
- Refund

**Customer Information**

Company ..... Reference person .....

Address ..... City ..... ZIP code ..... Country .....

Email ..... Phone.....

Product	Serial N°	Description of issue	Purchase Reference date and document n°

Date .....

Customer Signature .....

## Return Process:

1. Fill this form and send it to [support@uptivo.fit](mailto:support@uptivo.fit).
2. Thinkerly will process this form and provide authorization as well as an RMA number.
3. Attach the validated form on the external side of the shipping package.
4. Ship to Thinkerly S.r.l. – Via della Valle, 46/B – Carate Brianza (MB) 20841 – Italy.

### Note

- Packages without this form attached will not be accepted.
- Shipping fees will be borne by the buyer.
- Warranty is not valid for products showing issues due to incorrect use. In this case, the repair/replacement fees will be charged to the customer after acceptance. If the customer decides not to proceed with repair/replacement, a cost of 50 Euros will be charged.
- For any product returned without defects, a handling cost of 10 Euros per unit will be charged to the customer. In case of non-defective units, the customer will also incur the shipping fees.

**WARNING:** products shipped without following this process will be declined.

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### Reserved to Thinkerly S.r.l.

We authorize the return of your products for assistance.

RMA N° .....

Date .....

- COVERED BY WARRANTY – The repair/replacement is free of charge.
- NOT COVERED BY WARRANTY – The repair/replacement fee due by the customer amounts to: ..... Euros (shipping costs included). We will proceed with repair/replacement upon your acceptance.

Thinkerly S.r.l.

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