



Return Merchandise Authorization

RETURN FOR:

- Repair/Replacement
- Refund

Customer Information

Company Reference person
Address City ZIP code
Country Phone.....
Email

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.
2. Uptivo 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. Fill a return delivery note and attach it to the shipping package.
5. Ship to Uptivo S.r.l. – Via della Valle, 46/B – 20841, Carate Brianza, MB – Italy.

Goods must be returned complete with all parts and components.

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 10 Euros per unit 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.
- Uptivo won't accept products returned by anyone other than the customer who purchased them.

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

Reserved to Uptivo 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.

Uptivo S.r.l.

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