

To obtain the RMA number, fill up this form and send it by email or fax to:

email: rma@lemelettronica.it
Fax: +39 030 912 30 35

Please fill out this RMA form and send it by email and pay attention to :

1. Specify the products name and the manufacturing date (Week / Year) or the S/N of the product.
2. Describe in detail the fault or the problem found.

The more accurate the description, the quicker and more effective the reparation will be.

- Include any original accessories (cables, power supplies, etc.) in the return shipment.
- Without any authorized RMA form, the goods will not be accepted.

Company Name

Contact Person

email

Direct Phone

Product

Fault or Problem Detailed Description

1	Product Name	
	Serial N°/Manufacturing Date	
2	Product Code	
	Serial N°/Manufacturing Date	
3	Product Code	
	Serial N°/Manufacturing Date	
4	Product Code	
	Serial N°/Manufacturing Date	
5	Product Code	
	Serial N°/Manufacturing Date	

AUTHORIZED RMA NUMBER

DATE

RETURN PROCESS

- Once you will receive by LEM ELETTRONICA the related RMA number, please send the product that has to be repaired or replaced, show off the RMA number on the transport document and on the packaging.
- The return of the faulty products must be made within 15 working days from the date of authorization, together with any accessories and/or power supplies if originally supplied.
- The return to LEM ELETTRONICA is charged to the customer and LEM ELETTRONICA will send back the products with the first order available. The replaced components will remain the property of LEM ELETTRONICA.

WARRANTY

The proper application related to the terms of the warranty, the date of purchase must be documented (attach a copy of the delivery note / purchase invoice / receipt of each listed product to the request).

- If the failure declared in the RMA form is not found, the technical representative may be contacted by LEM ELETTRONICA to provide further details useful for identifying the problem.
- with a customer's authorization, LEM ELETTRONICA will proceed with the Troubleshooting with a complete testing procedure of the product.

The costs of the TROUBLESHOOTING are flat-rate by product group and are shown in the table below:

PRODUCT GROUP	PRODUCT TYPE	PRICE
SAT ACCESSORIES	SAT amplifiers, mixers, DC inserters, filters, etc.	2,00 €
A/V MODULATORS	Compact, self-powered modulators	5,00 €
LEGACY MULTISWITCH	Multiswitch standard a 4, 5, 9 Cables	6,00 €
SCR/dCSS MULTISWITCH	Multiswitch Scr/dCSS a 4, 5, 9 Cables	12,00 €
PROGRAMMABLE AMPLIFIERS	Multi-input TV Terrestrial amplifiers	12,00 €
Digital Modulators	DVB-T/S HD Modulators	20,00 €

RESTORATION NOT UNDER WARRANTY

LEM ELETTRONICA guarantees its products against design and manufacturing defects.

The warranty does not include any failures due to use, atmospheric events and electrical phenomena. Warranty will become null and void in case of tampering or improper use of the product.

- For restoration NOT COVERED by the warranty, a cost estimate will be sent to the customer.

The restoration procedure will start only after an official approval by the customer

- The warranty period of the restored products is 6 months.

WARRANTY TERMS AND CONDITIONS APPLY

The terms and conditions of the warranty are showed in Article 8 of the General Conditions of Sales of LEM ELETTRONICA.