

Return Material Authorization Module

*Place/ Date*

**CUSTOMER DETAILS:**

**Company:**

**Name/Surname:**

**Address, Country:**

**Contact references:**

**REASON OF RETURN:**

**LIST OF THE MATERIAL:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Article** | **Serial Number** | **Reference Order Nr.** | **Detailed description** |
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**CONDITIONS REQUESTED FOR THE ACCEPTANCE OF THE RETURN MATERIAL**

After receiving your RMA Module filled in, Pulsar Engineering will assign a “RMA” Authorization number.

The RMA Number assigned must be clearly indicated on the Delivery Note, specifying even the reason of return.

The delivery note must be addressed to: Pulsar Engineering srl, Via Giuseppe Caimi 8 – 20136 Milano +39 02-89155750 (as receiver of the material)

The return articles must be collected in our premise within one (1) week from the communication date of the RMA number.

Products must be returned in their original package (not damaged) for a safe transportation.

Pulsar Engineering srl is not responsible for the damages of the packaging as well as of the products, if not expressly authorized and/or declared.

**ATTENTION**

After receiving the return material, the technical department starts the tests.

In case that the defect complained by the customer is not real, the cost of analysis and procedure management will be charged to the customer. The products will be shipped only after the closing of the Return procedure (shipping costs for the return will be charged to the customer).

Pulsar Engineering is authorized to reject not-authorized goods in the following cases:

1. There is no Delivery note
2. The Delivery note doesn’t include the RMA nr.
3. There is no indication of the Defect
4. There is no indication of the Serial Number

Pulsar Engineering will evaluate the entity of the damage according also the Warranty period.

Please return the module filled to [info@pulsareng.it](mailto:info@pulsareng.it)

**Privacy**  
In compliance with the EU Privacy Regulation (GDPR-General Data Protection Regulation) nr. 679/2019, your data will be legally used in respect of your rights and confidentiality.