Sending to the official repair center

Fill in this form, print it and attach it to the package. Fields marked * are mandatory.

SHIP TO

Mectron S.p.A. – Technical Service
Via Loreto 15/A
16042 Carasco (GE) – Italy
T. +39 0185 35361

RMA Number *

Document date (dd/mm/yyyy)

1. SENDER / CUSTOMER

Company *

Contact person *

Address *

Address (extra)

Zip code *

City *

Country *

Please select

Telephone *

Email *

VAT number

Transport information (courier, tracking no.)

2. SHIPMENT

Reason for delivery *

- ○ Repair
- ○ Analysis / Check
- ○ Return of a Loan unit
- ○ Return for Credit Note (Mectron pre-authorization required)

Number of packages *

Gross weight (kg) *

Net weight (kg) *

Package type *

- ○ Box
- ○ Bench
- ○ Other

If “Other”, please specify

3. ITEMS

#	Description	Serial Number
1		
2		
3		
4		
5		
6		

4. FULL DESCRIPTION OF THE FAILURE / PROBLEM

5. PACKAGING AND CLEANING INSTRUCTIONS

- The product must be returned properly packaged in order to avoid any transport damage. If possible, re-use the original product's packaging.
- Any part that needs to be sent for service needs to be clean.
- Parts with direct contact with patients need to be sterilized: leave them in the sterilization pouch and send them together with the sterilization report.

6. TERMS AND CONDITIONS *

☐ **Term 1** – In case we receive parts which are not sterilized, we will invoice you **25,00 €** for the internal sterilization process. Please provide validation proof of the sterilization process. *I accept.*

☐ **Term 2** – In case you are not accepting the offer, we will invoice **35,00 €** as handling fee (shipping, internal handling and personnel costs). *I accept.*

☐ **Term 3** – I authorize the processing of my personal data pursuant to the GDPR (Regulation EU 2016/679).

7. DECLARATION AND SIGNATURE

I confirm that the information provided is correct and that I accept the terms above.

Name (block letters) *

Place and date *

Signature and company stamp

Please print this delivery note and attach it to the outside of the package.
Customers in non-European countries must use the dedicated non-EU delivery note.

PRINT