

Sinapsi S.r.l.  
 Via delle Querce, 11 / 13 – 06083 BASTIA UMBRA (PG)  
 Tel: 075.8011604 – Fax: 075.8014602  
[www.sinapsitech.it](http://www.sinapsitech.it)

MOD 03 T  
 Rev. 0



**RM REQUEST FORM**

RM NUMBER: \_\_\_\_\_

COMPANY	PERSON RESPONSABLE	TELEPHONE NUMBER	FAX NUMBER
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SINAPSI CODE	SERIAL NUMBER	REF. N° and DATE OF TRANSPORT DOC.	DEFICIENCY DESCRIPTION	DATA RESTORE/CONFIGURATION (if possible)
				<input type="checkbox"/> YES <input type="checkbox"/> NO (factory data)
				<input type="checkbox"/> YES <input type="checkbox"/> NO (factory data)
				<input type="checkbox"/> YES <input type="checkbox"/> NO (factory data)
				<input type="checkbox"/> YES <input type="checkbox"/> NO (factory data)

RMA procedure conditions and regulations:

- ^ **This filled form must be sent to: [rm@sinapsitech.it](mailto:rm@sinapsitech.it)**
- ^ **The RM number must be clearly indicated on the transport document of the package. In absence of these references the package will be automatically rejected.**
- ^ **If it is found that the anomaly has been caused by an incorrect configuration of the device, the costs of the repair and shipping will be charged.**
- ^ **SINAPSI assumes no responsibility for the data contained within the devices. It remains the customer's responsibility to make the appropriate backups before shipping. If no selection is made, the factory configuration will be restored. If you want to recover the data contained in the device you must ask for a separate quote by sending a request to: [rm@sinapsitech.it](mailto:rm@sinapsitech.it)**
- ^ **The taking in charge of material out of warranty implies the fixed charge of euro 100,00 for each device/machine; if the material under warranty is regularly working, you will be charged a flat rate of euro 60 for each device/machine.**
- ^ **For devices under warranty, SINAPSI undertakes to replace and/or repair them within and no later than 15 working days from the receipt of the defective device. In the event that the defect is found to be outside the warranty conditions, SINAPSI reserves the right to issue an invoice for repair/replacement of the device within 30 days of receipt of the same.**

La presente richiesta avrà validità massima 7 giorni lavorativi successivi all'assegnazione del numero di RM; in caso contrario la merce sarà respinta e la presente richiesta annullata. The goods must be sent in **FREE PORT** to our headquarters in **Via delle Querce, 11/13 - 06083 Bastia Umbra (PG)**, without manuals and accessories. If the material is damaged, it will be returned to the sender out of warranty by charging the same transport costs for the return of the goods. The packaging must be suitable for the transport of fragile material. The packaging must contain a detailed technical report on the defects found, otherwise we will not be able to provide immediate resolution of the problem. This request will have a maximum validity of 7 working days after the assignment of the RM number; otherwise the goods will be rejected and this request cancelled.

Applicant's stamp and signature for acceptance of the Regulation  .....	Request date  .....	Reserved Sinapsi s.r.l.  .....
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