

# RETURN MERCHANDISE AUTHORIZATION (RMA)

## INSTRUCTIONS FOR RETURNED GOODS

Dear Customer,

Effective January 2015, Fiam Utensili Pneumatici spa has regulated the return of goods sold.

The form in the back is used to ask Fiam official RMA that is necessary prior to ship the goods to Fiam premises.

Below described the procedure to follow:

1. The RMA has to **be requested** by filling the form on the back
2. The form has to be filled in all parts and sent to the fax number **+39.0444.385002** or by e-mail to [service@fiamgroup.com](mailto:service@fiamgroup.com)
3. Fiam Utensili Pneumatici SpA commits itself to **answer your request within 5 business days** from form receipt
4. If accepted, you will receive the same **"form undersigned for authorization"**, which will allow you shipping the goods to Fiam premises. The form, completed and authorized, has to travel along with the goods.
5. No items will be accepted for return without prior approval and a Return Merchandise Authorization (RMA). Items returned without prior approval may be subject to refusal and returned at customer's expense within 5 working days from receipt at Fiam.

## CONDITIONS FOR RETURN OF GOODS

1. Items to be returned must be:
  - Standard catalog items and of current design, in resalable condition complete with intact packaging and original documents
  - Shipped from less than 30 days (with reference to the delivery note date)
2. The receipt of the form does imply Fiam Utensili Pneumatici liability to accept the return
3. Before returning goods, it is necessary to get Fiam Utensili Pneumatici SpA RMA indicating protocol number and Fiam contact person; this form you will be forwarded to the fax number or e-mail address indicated in the header
4. Under all circumstances items must be returned freight prepaid and a fixed cost of 75,00 Euro per item will be charged by Fiam as restocking fee.
5. Goods are to be shipped within 30 days from the date of authorization. Goods must travel along with regular delivery note and a photocopy of the RMA undersigned by Fiam sales representative in charge.
6. **Items must be in resalable condition, determined by Fiam Utensili Pneumatici SpA upon evaluation. Fiam reserves the right to apply a charge for possible repair need.**

We remain at your disposal for any possible needed clarification

**Fiam Utensili Pneumatici SpA**

[www.fiamgroup.com](http://www.fiamgroup.com) | [info@fiamgroup.com](mailto:info@fiamgroup.com) | Meet us on:   

For the attention of  
**Fiam Utensili Pneumatici Spa**  
Fax: +39.0444.385002  
E-mail: service@fiamgroup.com

## RETURN MERCHANDISE AUTHORIZATION (RMA)

This form, **COMPLETED IN ALL ITS PARTS**, has to be sent to the fax number or e-mail address above.  
**Incomplete forms will not be considered.**

**To be filled in by the CUSTOMER**

Company name and address	Phone
	Fax
	E-mail
Contact person	
End user (if known)	

### REASON OF GOODS RETURN

Explanation:

### MATERIAL DESCRIPTION

N.	Part Number (code)	Description	Q.ty	Serial number	Delivery note Number	Delivery note Date
1						
2						
3						
4						

Customer Signature

Date

**To be filled in by FIAM**

### FIAM DECISION CONCERNING GOODS RETURN

Accepted

Rejected

Note:

**All items must be returned freight and custom fees prepaid. A fixed cost of 75,00 Euro per item returned will be charged as restocking fee.**

Visa for authorization

Protocol N° \_\_\_\_\_

Fiam contact person \_\_\_\_\_

**THE FORM, COMPLETED AND AUTHORIZED, ALWAYS HAS TO TRAVEL WITH THE GOODS**