

ACCEPTANCE OF RETURNS POLICY General Terms and Conditions

Dear Customer,

to ensure the service of acceptance upon return of the items, the following forms must be completed, signed and attached to the delivery note:

- Return Form (MDR)

This form allows the acceptance of the material and the correct procedure to be applied.

- Decontamination form - when required.

Pursuant to current regulations, the responsibility to clean and decontaminate all the shipped material is upon the Customer.

The form must be completed entirety and must be placed on each package of the shipping. Completion of this form is not required for:

- new items;
- instruments and accessories that have not been in contact with liquids.

A written reminder will be sent, if one or both the documents above should have been missing and/or incomplete. After 5 working days from the reminder, if we will have no response, the material will be returned to the sender with shipping costs charged without any intervention from our side.

For security reasons, documents must be placed outside of the packaging. The material must be carefully packed to avoid damage during transport.

If the returned products would be functional or in case of non-acceptance of our quotation for the repair service, we will forward the materials back to the customer charging the shipping costs. In case of no response to our quote for the repair, a written reminder will be sent after 4 weeks. After 5 working days more, if we will have no answer, EMEC will return the material to the sender with shipping charges. In this situation, we will return the items unrepaired.

SHIPPING ADDRESS:

EMEC srl
Via donatori di sangue, 1
02100 Rieti
Italia

For further information, please contact:

Phone nr: +39 0746 22841

Email: ordini@emec.it

RETURN FORM (MDR)

COMPANY DETAILS		RETURN REASON	
Client		Return for repair	
Address		Return for claim nr _____	
ZIP code		Return for refund	
City		Return after trial	
Nation		Other (specify please)	
REFERENCE PERSON			
Surname / Name		Agreement with (Ref. Per. In EMEC)	
Phone nr			
Email			

N.	PRODUCT	CODE	SERIAL NR (S/N)	QUANTITY	WET PARTS USED/ CONTACT WITH LIQUIDS 1
1	Mechanical issue	Hydraulic issue	Electric/electronic issue		
	Damaged packaging/material	Other (specify please)			

2	Mechanical issue	Hydraulic issue	Electric/electronic issue		
	Damaged packaging/material	Other (specify please)			

3	Mechanical issue	Hydraulic issue	Electric/electronic issue		
	Damaged packaging/material	Other (specify please)			

4	Mechanical issue	Hydraulic issue	Electric/electronic issue		
	Damaged packaging/material	Other (specify please)			

1 IF THE ANSWER IS POSITIVE, PLEASE FILL THE DECONTAMINATION FORM (DECONTAMINATION DECLARATION)

Safety conditions for products return

1. Emec will accept any returning material only if all the documents will be provided:
 - a. Return Form (MDR)
 - b. Decontamination Form (Decontamination Declaration), when required.
 - c. Delivery note.
2. Documents must be signed and filled entirely.
3. For safety reasons, the documents must be placed on the outside of the packaging.
4. In case of absence of one or more documents, on in the case of incomplete compilations, a written reminder will be sent. After 5 working days from the reminder, if we will have no response, we will send the material back to the customer with shipping costs charged and no repair.

In acceptance of the above conditions (sub 1, 2,3,4):





Place and date

Signature

DECONTAMINATION FORM (DECLARATION OF DECONTAMINATION)

In compliance with current legal regulations and to protect the safety of our personnel and company facilities, this statement must be returned completed in full and duly signed before the submitted material can be examined.

PRODUCT	
CODE	
SERIAL NR (S/N)	

								
	Kind of liquid	Concentration	Flammable	Toxic	Corrosive	Harmful or irritating	Other*	Safe
Medium in the process								
Medium for process cleaning								
Return part cleaned with								

* Explosive; oxidizing; environmentally hazardous; biohazardous; radioactive.

COMPANY DETAILS		DECLARANT	
Client		Surname / Name	
Address		Phone nr	
ZIP code		Email	
City			
Nation			

The undersigned declares that he/she has completed this form to the best of our knowledge and belief. He/she further declares that the returned components have been carefully cleaned. Therefore, they do not have residues in quantities considered hazardous.

Place and date

Company stamp and Signature

PRINT

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Via donatori di sangue, 1
02100 Rieti
italy

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