

RMA

Date _____ ID Cliente* _____ Referente _____
Company Name* _____ Phone _____
VAT ID* _____ e-mail* _____

* mandatory fields

PRODUCT CODE OR COMPONENT ¹	ISSUE	QT	WARRANTY REQUEST	SERIAL NUMBER ²	DOC. N. ²	DATE ²
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
NOTE:						

¹ it's possible to send in repair component of product only with prior authorization from our technical support team

² required fields for warranty request

Instructions for Sending Materials

1. Send the completed form to the address support@prolights.it
2. Wait for the confirmation email with the RMA authorization number and the BRT link to schedule the goods pickup
3. Indicate the authorization number (RMA n°XXXX) on the shipment to facilitate the acceptance process

Shipping address

Music & Lights S.r.l. - Via A. Olivetti, snc 04026 Minturno (LT) Italy
Logistics opening hours: 9:00 - 13.00 / 14.00 - 18.00

Reason

RMA n. XXXX

Cost and estimate info

The following rates will be applied to each product, in addition to the cost of the spare parts necessary for the repair:

ticket management cost (for single product) including the first hour of work	40€
hourly rate for the following hours (minimum 30 min/€20)	40€
minimum cost of transport for the single route	20€

The minimum cost of ticket management will also be applied to products under warranty that do not present any anomalies during the repair. We reserve the right to inform the customer in advance via email with a repair estimate only for interventions whose cost exceeds 30% of the purchase price of the product with a minimum of €200. Upon completion of the repair we will send a Service Report with an overview of the work carried out and details of the costs. Service will only be carried out after payment has been credited.

It is recommended to use packaging suitable for transport. The goods travel at the risk and peril of the sender even if agreed in carriage forward. Any damages are the responsibility of the sender. Claims against carriers are the responsibility of the customer/sender. Although not expressly mentioned, reference is made to the [Terms of Service and Warranty](#) published on the musiclights.it website which are understood to be expressly known and accepted