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**RECLAMATION FORM / REPLACEMENT REQUEST (MRRR) DO.GEN.18 Rev. 4.3 del 07/06/2016**  
**IDEALLUX SRL reserves the right to inform the Customer of NON acceptance within 10 business day from the request date. THE PRESENT FORM HAS TO BE FILLED OUT AND SENT TO IDEALLUX SRL via FAX 0381/96484 or MAIL resi@ideallux.it - THANK YOU**

Client:	<input type="text"/>	Code:	<input type="text"/>	Data:	<input type="text"/>
Branch:	<input type="text"/>			Fax:	<input type="text"/>
Contact Person:	<input type="text"/>	Mail:	<input type="text"/>		
Carrier to use:	<input type="text"/>				
Replaced / Repaired product destination:	<input type="text"/>			Tel:	<input type="text"/>

**Packaging:** return goods have to be delivered in the original packaging or in adequate packaging to guarantee transportation.

**Destination:** indicate the product destination when different from the headquarters (e.g. a different branch office, construction site, installer).

**Transportation:** the name of the carrier the Customer has an agreement with or the carrier used for delivery has to be indicated at the moment of the request. Expenses, risks and insurance are at Customer's expense **in case the refund has not been authorized yet. When the refund is authorized** our carrier is sent with **DAP shipping conditions (costs are at IDEALLUX's expense).**

**Transportation costs:** **SAVE ANY PARTICULAR AGREEMENT** for defects verified within 15 days from the delivery date transportation costs are entirely at IDEALLUX S.R.L. expense (return and delivery). From the 15<sup>th</sup> day to 2 months the costs are equally shared (return is paid by Customer and delivery by IDEALLUX S.R.L.); over 2 months costs are totally at the Customer's expense (return and delivery).

**Return of commodity:** must be realized within 15 days from the **NPR** attribution (**Return Protocol Number**) given by IDEALLUX S.R.L. for the product transportation. The delivery note has to have reference to the number, our delivery note date and **NPR (Return Protocol Number) supplied by IDEALLUX S.R.L.** Together with the return of commodity acceptance and RPN attribution a file with a parcel label will be sent which has to be placed on the external part of the packaging and it contains an authorization and article number as well as the quantity of products to be shipped. In no case it is possible to extend automatically the period of 15 days, planned for the return of commodity, still reserving oneself the right to reject it once the period expired.

## PRODUCT SUBJECT OF RETURN

DELIVERY NOTE / INVOICE NUMBER	DATE	PRODUCT CODE and SERIES	Q.ty	REASON OF RECLAMATION OR REPLACEMENT REQUEST	*

\* Should reclamation include power supplies or emergency groups indicate the brand and the model of the components.

**FOR IDEALLUX USE ONLY.**

**AUTHORIZED RETURN**

☐ YES ☐ NO

**PROTOCOL NUMBER:**

**REASON OF AUTHORIZATION**

**AND SPECIFICATIONS**

**Responsability:** the products have to be stored and used by Customer with maximum expertise and care. **IDEALLUX S.R.L.** is not responsible for damage to equipment where the products were introduced since this introduction had to be preceded by rational and expert tests and carried out according to professional criteria and precautions.

**Damage and/or absence of components:** returned products have to be entire (operation manual, accessoires, etc.), original or adequate packaging to guarantee transportation. Should the returned product not have the indicated defect, be incomplete of all or some accessoires specified before or lack the filled out form which specifies the defects, diagnostic expenses will be charged. Besides, according to the results of the written notification by **IDEALLUX S.R.L.** the customer is committed to refund the damage up to the full value

IDEALLUX S.r.l

STAMP AND CUSTOMER SIGNATURE