

Return of merchandise form

Customer: _____ **Your reference** _____ **Date:** _____

Return address: _____ **Notes:** _____

Equipment and serial number	Item and serial number	Reason for return of merchandise	Case number	Operation to be carried out
				Repair and return ☐ Exchange ☐ Warranty ☐ Repair quotation ☐ Return ☐ Cetil deliv. note no. _____
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How to fill in the RMA form

In order to expedite the processing of the returned material, please follow these instructions:

- **Equipment and Serial No.:** Dispenser or metering system model, e.g. E30 A, E30 P, E30 V, E20, S11_TX, M15-4000, etc. Also add the serial number of the dispenser or metering system, e.g. F231203516 or C221102986.
- **Part and Serial No.:** The material being shipped, e.g. MVIS, MCON + LON, CM4P meter, M15 measuring chamber, aircheck valve, etc., along with the serial or batch number of the part being shipped, if it exists. If not, write n/a or a hyphen.
- **Reason for return:** Reason for sending the material or a description of the fault that has been detected. For example, "meter seized", "MVIS does not turn on", "keypad does not work", "the damaged plate that you replaced under warranty is returned", "calculator does not turn on", "voice module sent to change the message", etc.
- **Incident number:** number provided by Cetil technical service. **It is necessary in case of warranties and very important in all other cases**, for example: 24ST1236 or 24ER2496.
- **Operation to be carried out:** In this section there are check-boxes to fill in with an X if applicable, the instructions for filling them in are as follows:
 - **Repair and return:** This box should only be checked if the customer wants the same material to be repaired and returned or, if it is not repairable, a new one. **Do not check it if the material is a return, or a shipment of material in exchange for the material that Cetil sent under warranty.**
 - **Material in exchange:** This box must be checked in case the customer sends material to Cetil in exchange for material previously sent by Cetil. **It will never be checked if the customer wants the material to be repaired and returned, or if the customer requests a return.**
 - **Warranty:** This box should be checked if the customer considers that the material is under warranty and no costs should be charged.
 - **Pre-quote:** This box must be checked in case the customer requires a pre-quote prior to the repair. **It only applies in the cases of "Repair and return" and "Material in exchange".**
 - **Returns:** This box should be checked if the customer sends a material to Cetil to request its return (invoice credit). **It will never be checked if the customer returns a material in exchange for one previously sent by Cetil.**
 - **Cetil Delivery Note No.:** Delivery note number with which Cetil sent the material to the customer. **Only applies to cases of "Return" or "Material to be exchanged"** in which there is a previous delivery note from Cetil.