



RMA FORM

To obtain the RMA (Returned Material Authorization) must call the +39 071 2901106 technical Assistance Fastmedia number , and also:

- **Fill in the form in all its parts and send it to the fax number 071-2901106 or e-mail info@fastmedia.it**
- Allow Fastmedia return to the contacts listed (by fax or e-mail) the complete RMA Form
- In case of absence of the RMA form, or in the case of shipment "freight", the goods will not be accepted.

NB Fastmedia Srl reserves the right to verify the actual repair under warranty. In case of repair fee, because out of the warranty conditions, an estimate will be submitted for acceptance.

CUSTOMER:

Company and address

(possibly stamp readable) _____

Customer Code

(shown on invoices) _____

Data ___/___/___

Technical contact

(compiler of the RMA Form) _____

Phone _____ Fax: _____ E-mail: _____

Product	Invoice reference number and date	Detailed description of the fault
CharterSat		

RMA number assigned by Fastmedia



FASTMEDIA SRL
Via L. Albertini, 9
60131 ANCONA
Tel. +39 0712901106
Fax +39 0712868542
www.fastmedia.it
info@fastmedia.it

GENERAL CONDITIONS OF RMA

1 - OBJECT: With the signing of this RMA, the customer requires technical assistance Fastmedia Srl on goods and services as described in this form..

2 - APPROVAL AND CONFIRMATION: This is an order and RMA means challenging. All conditions are accepted globally by the customer order. Any variation introduced the terms of this order shall be null and void if not expressly approved by Fastmedia Srl.

In the event that repair is not covered by warranty, Fastmedia carry out a quote.

The guarantee on products sold by Fastmedia Srl is described in the support pages of our site www.chartersat.com that are an integral part of this, do not cover:

- The abnormal use or non-conforming products
- Failures (and subsequent consequences) due to the intervention of a non-authorized repairer
- Failures (and subsequent consequences) due to external causes (eg, accidents, shock, lightning, power surges ...)

3 - MATERIAL MUST BE SENT TO THE FOLLOWING ADDRESS:

Fastmedia Srl
Via Albertini, 9
60131 ANCONA (Italy)
TEL. 071/2901106 FAX 071/2868542
e-mail : info@fastmedia.it

If the client exercises the right of withdrawal, do not accept returns without ALL original packaging, with missing pieces and more than 7 days from the date of delivery courier, you grant Fastmedia Srl is entitled to reject the goods do not match these features, charging the costs for the return.

The material sent as a fault that will be working from our lab tests, will be returned to the sender with a charge of € 30.00.

No damage can be obtained Fastmedia Srl for any delay in repair or replacement of products under warranty.

4 - PAYMENT: In the case of repair, the payment must be paid in advance. Any complaint or protest on the execution of the contract by 'right to the customer to suspend or delay payments.

5 - TRANSPORT: Our shipments, unless otherwise requested by the customer, are all carried out in Porto Franco through our affiliated carriers. The cost of transport, unless otherwise agreed, shall be employed by the client and the cost varies depending on the carrier chosen (or vector expressed messaging), the service, the weight and volume of the goods will be considered at our expense if you care under warranty, paid by the customer in other cases with costs reported in the cost estimate.

The transport is carried out in the manner deemed appropriate by Fastmedia Ltd. The goods travel at the risk of the customer in accordance with the Code of Commerce art. 1693 (carrier's liability for loss and damages). The customer is responsible for the quality of the package and, if not prove, in accordance with standards set by the carriers in the event of breakage, the property carried will not be covered by warranty. If the customer requires a separate carrier, Fastmedia Ltd shall not be liable for loss and / or damage of the product from the time of delivery of the goods to the carrier. Upon receipt of the goods the customer is required to carefully examine the same: the test involves the state, the weight, the quantity and type of items. No claims will be considered after the expiration of eight days from receipt. The customer always has the obligation, upon receipt of the goods if the packaging is damaged or tampered with, subject to sign the delivery receipt, showing the following words: "neck crushed verification of integrity 'goods' or' neck scondizionato verification integrity 'commodity' the Client shall immediately notify us within 24 hours of receipt of the goods specifying the harm suffered, and enclosing a copy of the invoice and any photo documents. If not complied with the above procedure, Fastmedia Srl will be released from all liability. While the packaging is intact, the goods must be checked within eight days of receipt, on pain of forfeiture of the carrier's liability (Art.1698 CC). Therefore, any hidden defects must be reported in writing by fax or email: each message after this time will not be considered. For each statement, the Customer assumes full responsibility for the statements.**6 - FORO COMPETENTE E LEGGE**

APPLICABILE: This module explains value for all legal purposes, referring entirely to the Italian law. Any dispute arising out of or resulting from it, from its interpretation, validity and performance, as well as any term, condition, and location, will be referred to the court of Ancona.