



# "RMA"request FORM (Return Material Authorization) for INSTRUMENT repair

**FILL IN THE FOLLOWING FORM and SEND IT TO ROVER**

by mail at the address [wecare@roverinstruments.com](mailto:wecare@roverinstruments.com) or by FAX at the number +39.030.990.6894

- DATE: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ COMPANY: \_\_\_\_\_
- NAME and SURNAME of the owner \*: \_\_\_\_\_
- COMPANY ADDRESS \*: \_\_\_\_\_ CITY \*: \_\_\_\_\_ ZIP code \*: \_\_\_\_\_
- ADDRESS delivery/pickup, a subsidiary of: \_\_\_\_\_ CITY\*: \_\_\_\_\_ ZIP code \*: \_\_\_\_\_
- VAT number \*: \_\_\_\_\_ Other \*: \_\_\_\_\_
- TELEPHONE \*: \_\_\_\_\_ E-MAIL \*: \_\_\_\_\_
- REFERENCE PERSON: \_\_\_\_\_
- BANK SUPPORT \*: \_\_\_\_\_ IBAN CODE \*: \_\_\_\_\_

**\* Fields NOT required for official ROVER dealers (required for any end user)**

**EEC Customers citizens without an EEC \*VAT number will be charged with the 22% VAT in the invoice  
(\*VAT number = value added tax registration number)**

## INFORMATION:

- Instrument model: \_\_\_\_\_ Serial number (S.No): \_\_\_\_ / \_\_\_\_ / \_\_\_\_ / \_\_\_\_
- **If under WARRANTY: send a copy of your end user invoice**
- Bought from: \_\_\_\_\_ City: \_\_\_\_\_

**NOTE:** The information to: model, serial number, are shown on the first display after you switch on (start up), or on the meter's information display in the configuration menu. If the meter does not switch on, you can find the meter's serial number on the bar code label placed externally on the back of the meter.

## DETAILED and ACCURATE DESCRIPTION of FAULT:

Please describe the fault, especially if **OCCASIONAL**, or if it occurs **ONLY** under certain conditions: for example "cool instrument" or "warm instrument", after some minutes of operation, etc. We suggest you provide photographs of the damaged parts or attach a movie that shows the problem on the display.

***N.B. If descriptions of the fault are incomplete, or we are unable to reproduce the fault in our laboratories, we may have to resend you the instrument unrepaired***

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We requires **REPLACED PARTS REPORT** at cost of **30 Euro** (see below notes on).

- **TIMELINE REPAIR: 10 working days** (excluding transport and approval time estimates);
- **WARRANTY REPAIRS: 3 months** on the same intervention;
- **BATTERY WARRANTY: ' months** from the date of purchase;
- **REPLACED PARTS REPORT:** As the price of repairs is flat (free if under warranty), **NO, REPLACED PARTS REPORT** are supplied;
- **IF YOU NEED REPLACED PARTS REPORT:** It must be requested with RMA and has a cost of 30 euros, which will be added to the flat rate repair;
- **INFORMATION for the STATUS of REPAIR:** Write a mail to [wecare@roverinstruments.com](mailto:wecare@roverinstruments.com) mentioning the number of "RMA" that was sent to you;
- **INFORMATION on the FAULT CAUSE:** In 99% of cases it is impossible to provide an explanation of the real cause of the fault, (unless obvious cracks that do not require explanations). Therefore, please **DO NOT** call or write to request them, however, in the event that the failure was caused by your unintentional negligence, we will call your attention.

**DO NOT SEND TO ROVER YOUR INSTRUMENT UNTIL YOU HAVE REQUESTED AND RECEIVED OUR "RMA" AND BAR CODE, WITH SHIPMENT INSTRUCTIONS, OTHERWISE THE INSTRUMENT WILL BE REJECTED ON ARRIVAL TO ROVER**

**WE CARE STAFF** mail: [wecare@roverinstruments.com](mailto:wecare@roverinstruments.com) fax: +39.030.990.6894