

RETURN MERCHANDISE AUTHORIZATION REQUEST (RMA)

With reference to your petition for returning our goods, please take note of the following, regarding Luz Negra corresponding terms and conditions. Please return the attached form duly filled in and stamped and signed, so we can consider your claim.

To return the item you purchased, please send it to the above Barcelona address, but please note:

Refunds do not include any transport and handling charges shown on the packaging slip or invoice. Transport charges for all returns must be prepaid and insured by you. You are responsible for any loss or damage to goods during transport. We do not guarantee that we will receive your returned item. Transport and handling charges are not refundable. Any amounts refunded will not include the cost of logistics.

1. Once your claim (RMA) has been processed and accepted, we will forward you an approval document which must be attached to the goods (placed visibly on the outside of the packing), without this, your goods will not be received in our factory. Upon receipt of the returned product, we will fully examine it and notify you via e-mail within a reasonable period of time, whether you are entitled to a refund as a result of the defect. If this is the case, Luz Negra will either issue a credit note towards your next purchase, or send you a cheque for the corresponding amount.
2. All defective goods which are still under guarantee will be repaired (where possible) and Luz Negra will not be responsible for any costs greater than the amount reflected on the invoice nor for any deriving costs.
3. If the material return is due to alleged defects, Luz Negra will collect the goods with its own agency, however if the client uses his own transport company, Luz Negra will not be responsible for expenses incurred. After examining products, and if an incorrect use was the motive for failure, or if no failure has been found, then the corresponding transport costs will be charged to the client along with an additional 10€ for administration. If the product proves to be working correctly, or is not to be credited for misuse, then the client will have 15 days in order to collect it at our facilities (client to pay transport costs) and after 15 days will be disposed of, Luz Negra accepting no liability for destruction.
4. Only regular priced items may be refunded. You can return unopened items (EXCEPT FOR PRODUCTS WHICH HAVE BEEN MANIPULATED, CUSTOM MADE OR SPECIAL ORDERS) within 30 days of your purchase. These must be in the the original packaging. If 30 days or more have passed since your purchase, we cannot offer you a refund or an exchange. Any material in perfect conditions which the client wishes to return because he simply does not want it, will have a reduction of 20% (minimum charge of 10€).
5. Once a credit note has been approved for the returned products, Luz Negra will discount this amount from the next pending order. If there is none pending, then Luz Negra will send a cheque for the amount.
6. Replenishment: Luz Negra does not substitute products. The client will have to order once again the products, if need be.
7. Sending material to Luz Negra implies the full acceptance of all written here.

PLEASE FILL IN THE ATTACHED DOCUMENT AND RETURN IT TO US SIGNED & STAMPED

