

RETURN MERCHANDISE AUTHORIZATION REQUEST

DOCUMENT TO BE COMPLETED FOR THE AUTHORISATION OF THE RETURN OF PRODUCTS

Regarding the return of the material you have requested from us, we advise you to read carefully the following letter in which we inform you of the conditions that will apply to such return and fill in the data we request on the following sheet for acceptance of the same.

Always with the prior written authorization of Luz Negra, S.L. or Luz Negra Centro, LNC, s.l.

1. Any return must be expressly authorized by LUZ NEGRA. Any material in perfect condition that is sent for return for any circumstance, will be affected by a 20% demerit with a minimum charge of €15. The return must be paid within 30 calendar days of the purchase of the product and must be in perfect condition and keep its original packaging. We will not accept returns of products handled, made to measure or brought especially for the customer. Prior written notice is required.
2. Any goods that fail in the warranty period will be repaired (if possible) and sent back by paying Luz Negra the cost of transport (Spanish mainland territory exclusively) or paid otherwise. Luz Negra will not accept any charge that exceeds the cost of the product to the price that was invoiced without in any case being charged any other cost arising from such failure or adjacent.
3. If the return is motivated by an alleged product defect, Luz Negra will collect the goods with its own agency, taking care of the transport (only peninsular national territory). If the customer sends the return by his own agency, Luz Negra will not bear the cost. If misuse is later determined as the reason for the failure of the product or the absence of failure in the same, the cost of transport will be billed, as well as a charge of 15€ for management. In the event that the product works properly or does not proceed with the payment for a misuse, the customer has 15 days to collect it with freight at his expense, destroying it otherwise without the customer can claim it.
4. Luz Negra does not make replacements, the customer must re-order the goods paid in the case that so requires.
5. Once the payment of the returned goods is approved, Luz Negra will deduct the amount of said payment in the next outstanding maturity. We will send a check in case there are no outstanding collections.
6. Once the return is authorized, we will send you a document that must be attached on the outer packaging of the returned package. This must be CLEARLY VISIBLE as otherwise the goods will not be received in our facilities.
7. Sending a return to Luz Negra implies the tacit acceptance of everything described here.

PLEASE COMPLETE THE FOLLOWING SHEET AND RETURN BOTH WITH THE SIGNATURE/STAMPED

BARCELONA
C/ Carles Buigues, 13
08420 Canovelles
info@luznegra.net
Tel. +34 938 402 598

MADRID
C/ Adaptación, 27
28906 Getafe
centro@luznegra.net
Tel. +34 916 416 081

PARIS
113 Avenue Joffre
77450 Esbly
france@luznegra.net
Tel. +33 (0) 187 652 034

RMA FORM

Information that the customer must provide to proceed with the return

Products to be returned

Reference	Quantity	Reason for return	Invoice number	Nº Inv / Delivery note

COMPANY:
CONTACT PERSON:

DATE:

COMMENTS:

SIGNATURE / CUSTOMER SEAL