CUSTOMER INFORMATION REPAIRS

This policy was created to show our customers step by step how to return for repair.

A. MATERIAL PURCHASED THROUGH DEALER or DISTRIBUTOR
If you have any Sensitron Srl materials that you wish to send us for repair, we ask you to contact your relevant dealer or distributor directly, through whom we will take charge of your materials for repair.

B. MATERIAL PURCHASED DIRECTLY FROM SENSITRON Srl
If you purchased the material directly from us, we ask you to follow the instructions listed here:

1. Send an email to RMA@sensitron.it with the completed form “Authorization for Repair” attached, which you can find in editable format on the website www.sensitron.it or which you can ask at your local Sensitron sales representative.

2. Wait for a response from RMA@sensitron.it, the email will contain the RMA number. Print the email and attach it to the shipment. The completed form and the printed email are mandatory documents for processing the expert report. Indicate the number of RMAs on the DDT.
3. You will be notified when the repair is taken over by email from our repair laboratory

4. If the goods are under warranty or without a charge, you will receive your repaired goods within approximately 20 days, except in exceptional cases. If the repair costs per approval, you will be sent a quote detailing the work and materials required to perform the repair.

5. The approval of the estimate must take place within 90 calendar days from the date of dispatch. At the end of this period, in case of non-receipt of authorization, the material will be returned to you in the same conditions in which it was delivered to us.

6. If the quote is not accepted by requesting a return, the goods will be returned to you at a fixed cost of ’80% of the labor cost; if the quote is not accepted and without requesting a return of the goods, a fixed cost of ’80% of the labor cost will be charged, plus the costs of handling disposal procedures.

NOTE:
- Material sent for repair without any informative notification to the email RMA@sensitron.it or without a paper attachment with the relevant information (description of the fault and any agreements with relevant commercial companies) and without an accompanying DDT will not be taken over by our repair laboratory.
- Shipments to and from Sensitron Srl of materials under repair are fully borne by the customer, as per our Terms & Conditions.

For any doubts or questions, please contact us by phone or email RMA@sensitron.it

Sensitron Srl

sensitron.it
Viale della Repubblica, 48
20007 Cornaredo (MI) - IT
+39 0293548155
sales@sensitron.it
Sensitron S.r.l. C.F. e P.IVA: IT 09204090154
REA: MI 1278620 | Cap. Sociale € 100.000,00 i.v. | scr. RAEE: IT 9010000011085
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