



**Via Garibaldi, 6 - 21040 Oggiona S. Stefano (VA)**  
 tel. 0331.213315 fax 0331.735921  
 e-mail for information and returned goods requests:  
**resi@tphelectronic.com**



## REQUEST FOR AUTHORIZATION TO RETURN GOODS

**Fields marked with an asterisk (\*) are compulsory; incomplete or illegible forms will not be taken into consideration.**

Within 48 hours of the request you will receive confirmation or refusal for each individual item, the RMA number issued for the accepted items and instructions for preparing delivery of material to Tph Industry S.p.a.

Company name:*		Internal contact:*	
Tel:*	Fax:*	E-Mail:*	
Address:	Town:	Postal code.:	Country:
<b>INDICATE REASON FOR RETURN: →</b>	Material <input type="checkbox"/> Defective <input type="checkbox"/> Lasted less than normal    Other	Restitution for credit: <input type="checkbox"/> Goods not complying to order <input type="checkbox"/> Other	

The warranty is valid for defects declared within 6 months of the date of purchase invoice. In describing defect, avoid general phrases (doesn't work) inasmuch as they do not permit specific tests on the product. For THERMAL PRINTHEADS always indicate the Serial Number and the P/N and accompany the printhead with a PRINT TEST showing defect. **Turnaround times for evaluating return are about 4-6 weeks. Please also consult the "Product Warranty" Section on our website [www.tphelectronic.com](http://www.tphelectronic.com).**

Product Code*	Product Description*	Invoice No.*	Invoice Date*	Serial Number* / P/N	Description of Defect*	Authorization <small>(RESERVED TPH ELECTRONIC SRL)</small>

**Completion of this form signifies that the "WARRANTY TERMS" have been read and accepted, available on our website [www.tphelectronic.com](http://www.tphelectronic.com)**

For acceptance of warranty terms  
THE CUSTOMER (Stamp and signature)

**Send this form via e-mail to [resi@tphelectronic.com](mailto:resi@tphelectronic.com)**