



## INSTRUCTION FOR USE OF THE RETURN MATERIAL AUTHORISATION (RMA) FORM

Dear Customer this is a simple *to do list* to manage the return of the goods.

**For the whole compilation time of this procedure you will need an Internet connection.**

Please follow this list step by step:

- 1) CONTACT SPES MEDICA CUSTOMER SERVICE TO RECEIVE THE LINK FOR THE RETURN FORM:  
[rma@spesmedica.com](mailto:rma@spesmedica.com)
- 2) YOU WILL RECEIVE AN EMAIL WITH THE LINK,
- 3) CLICK THE LINK AND AUTOMATICALLY IT WILL OPEN A WEB PAGE WITH THE WEB FORM,
- 4) COMPILE THE WEB FORM,
- 5) WAIT THE CUSTOMER SERVICE EMAIL WITH SHIPMENT ISTRUCTION AND RETURN NUMBER,
- 6) INSERT YOUR RETURN NUMBER IN YOUR SHIPMENT DELIVERY NOTE.

### RETURN POLICY

- ❖ For wrong purchase order Spes Medica S.r.l. does not accept any return if packaging or labelling have been tampered,
  - ❖ Spes Medica S.r.l. return policy is only for 6 months from shipment date,
- ❖ Spes Medica S.r.l. does not accept any return if the customer do any modification to the original products,
- ❖ Spes Medica S.r.l. does not accept any return if the customer do any modification to the original packaging or labelling,
  - ❖ Spes Medica S.r.l. does not accept any return without confirmed return number.

Yours Sincerely

***Spes Medica Team***