

# Return authorization form

After completing, please save the form and send it to: [support@piyribbons.com](mailto:support@piyribbons.com)

## RMA number:

## How to obtain the RMA number

To initiate the return authorization process, please send an e-mail to [support@piyribbons.com](mailto:support@piyribbons.com) and we will send you our RMA number.

## Return address

### PIY RIBBONS BV

Edisonweg 47  
2952 AD Alblasserdam  
The Netherlands

## Your details

Company name

Contact person

Address

Country

Telephone

E-mail address

## Original invoice number *(optional)*

## Warranty return / repair

PIY RIBBONS BV provides a 1-year warranty on the hardware.

Product	Quantity	Serial number	Reason for return <i>(in detail)</i>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Your signature acknowledges that you have read and agreed with the **Return Authorization Terms & Conditions** *(see page 2)*.

## Digital signature

## Date

# Terms & conditions

## *of the Return Authorization*

- All items must be returned in the original packaging including all foam inserts. We will charge you the purchase price for any missing parts.
- A Return Material Authorisation (RMA) number is required for every shipment to PIY RIBBONS. The RMA number must match the correct item returned, units, style and colours.
- All returns must be sent within two weeks from the date the RMA was issued. RMA-form must be included in the box with products to be returned.
- All returns will be for repair, replacement or credited back to the customer as originally agreed.
- Shipping costs for returns are payable by the customer and will not be refunded.
- Once the items are received the RMA will be processed within one week. Customer will then receive an email with the results of the investigation and final resolution.
- If the complaint turns out to be unjustified, we will charge you research and administration costs of Euro 75.00 plus shipping costs to return your property.

## Instructions

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- If you need to return the tablet, please send back: 7, 8, 9
- If you need to return the printer, please send back: 1, 2, 3, 4, 5, 6
- If you need to return the complete Startkit, please send back: 1, 2, 3, 4, 5, 6, 7, 8, 9

