



MAKE IT PERSONAL

Return address

PIY RIBBONS BV
Ohmweg 40
2952 BB Alblasserdam
The Netherlands

Return authorisation form

After completing, please save this form and send it to support@piyribbons.com.

How to obtain the RMA number

To initiate the return authorisation process, please send an email to support@piyribbons.com and we will send you our RMA number.

RMA number:

Your details

Company name:

Contact person:

Address:

Country:

Telephone:

Email address:

Original invoice number (optional)

Warranty return / repair / return rental machine

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

Product	Quantity	Serial number	Reason for return <small>(in detail)</small>
<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 to the **return authorisation terms & conditions** (see page 2).

Digital signature

Date



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Terms & conditions

- All items must be returned in their original packaging, with all foam inserts included. We will charge the purchase price for any parts that are missing.
- A return material authorisation (RMA) number is required for every shipment to PIY RIBBONS. The RMA number must match the correct item returned.
- All returns must be sent within two weeks from the date the RMA was issued. The RMA form needs to be included in the box containing the returned products.
- In accordance with the terms of the initial agreement, we will either repair, replace or refund any items that are returned.
- Rental machines must be returned clean and in good condition. If the rental machine is not returned clean and in good working order, cleaning and/or repair costs will be charged.
- Shipping costs, administrative fees and potential customs fees are the responsibility of the customer and will not be refunded.
- The RMA will be processed within one week of receiving the items and the results of the investigation, as well as the final resolution, will be sent to the customer via email.
- In the event that the complaint is found to be unjustified, you will be liable for research and administration fees totalling €75.00, in addition to the costs of return shipping.
- Your agreement to the repair or replacement must be received within 14 days of receiving this email. Failure to do so will result in the products being returned without repair.

Instructions

If you need to return the **tablet**, please send back:

- 6 Tablet
- 7 Tablet adapter
- 8 Tablet stand

If you need to return the **printer**, please send back:

- 1 Printer
- 2 Power cord + power supply printer
- 3 USB cable (printer → tablet)
- 4 Ink holders
- 5 Satin holder

If you need to return the **complete Startkit**, please send back:

- 1 Printer
- 2 Power cord + power supply printer
- 3 USB cable (printer → tablet)
- 4 Ink holders
- 5 Satin holder
- 6 Tablet
- 7 Tablet adapter
- 8 Tablet stand

