



RMA Return request

___ / ___ / ___
dd mm yyyy

For each return returned to FS Production OÜ, the customer is required to fill in the RMA return request form (authorized material return) in advance to obtain authorization. To that end

- All non-compliant returns will not be accepted after 14 days from the receipt of the goods.
- The paper request, completed in its entirety, must be sent with this document to our office via email at info@foresteel.eu.
- **The request must contain the complete references of the returned item extracted from our sales document (Transport document number, document date, type of defect found).**
- Upon receipt of the goods, our technicians will check the conditions of the returned material. In the event if the goods have a defect under warranty, we will repair or replace it as soon as possible.
- If the goods present problems related to wear, tampering or improper use of the same, a cost estimate will be made for the repair and transport costs, which will be charged to the customer.
- After the appropriate checks and following the acceptance of the request, FS Production OÜ issues the return authorization, marked with a progressive number.
- All returns must be sent to free of charge to FS Production OÜ, unless otherwise specified, attaching a copy of the return authorization. Returns without this document, fully completed and authorized by FS Production OÜ, will not be accepted.
- FS Production OÜ invites you to check the packages delivered by the courier and in the event of damage to the packages, it is advisable to accept the goods with reserve.
- FS Production OÜ carries out quality checks on goods before they are sent; therefore, items that are damaged during transport are not covered by the warranty conditions and are subject to transport insurance.
- Warranty returns without a description of the defect will not be accepted.

CUSTOMER NAME

EMAIL ADDRESS

MOBILE NUMBER

ORDER NO. _____ RECEIPT _____

Unique order number

Date of receipt of goods

REASON FOR RETURN

Choose one

I'm using 14 day right to return products

Product needs to be clean, in original packaging and unused

Wrong product

Wrong color, size or model

Defective or broken product

Please be more specific

ORIGINAL PACKAGING

Yes No

Other

Please be more specific

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Customer signature

Please fill this form and attach it to returning products.

Please return product(-s) to address „Savimäe 8a, 60534 Vahi, Estonia“ receiver „FS Production OÜ“ contact number „+372 53 47 49 77“.

NB! Read Terms & Conditions for further info and terms from www.foresteel.eu

RESERVED FOR FORESTEEL

RMA number: _____

Shipping to be paid by: sender recipient

Subject to warranty? YES NO

To be credited? YES NO

Authorized: _____