



# SAV

Tel :+33 04 72 68 80 98  
Return Merchandise Agreement  
Fax to :+3304 72 68 66 59

Date : 07/11/2006

### Customer Address

Company : ..... Contact : .....  
Adress : .....  
Zip code : ..... City : .....  
Phone : ..... Fax : .....  
E-Mail : .....

Product reference	Serial Number	Failure Description

- Short problem description (please avoid 'faulty , does not work, DOA Dead on Arrival...")
- Please fax this form to +33 04 72 68 66 59 along with your product invoice or delivery order, an RMA number will be faxed to you in return  
This RMA Number must be shown on the return package (this number has a 10 day validity)
- Freight cost to IPO is at customer charge, IPO will handle return shipment cost (Only for metropolitan france).
- The product should be shipped in its original box (if not in a secure package), along with this form to the following address

**IPO Technologie**  
Service Après Vente  
84, avenue des Bruyères  
69150 DECINES CHARPIEU

- Warranty does not covered damages due to a faulty package.
- For products no longer covered by warranty or products damaged by misuse or negligence, a repair quote will be faxed to you (replaced part are covered by a 6 month warranty)

Your RMA is :

- Reserved to IPO -

**WARNING : Non authorized product returns will be refused at our docks**