

RMA MODULE - B2B (RETURN MERCHANDISE AUTHORIZATION)

WHAT TO DO?

1. Fill in this form and send it to: **customer.mps-it@dometic.com**
2. Pack the goods carefully to avoid damage during transport.
3. Wait for the courier to arrive with the package ready for collection.

SECTION 1. Withdrawal

CONTACT FOR WITHDRAWAL

Contact name		
Contact surname		
Street, house number		
Postal code	City	Country
Phone number		
Contact Email		

please note: all communications will be forwarded to the above contacts.

SECTION 2. Shipment

SHIPPING ADDRESS (IF DIFFERENT FROM WITHDRAWAL)

Contact Name and Surname	
Street, house number	
Postal code	City

SHIPPING COSTS

Please check the box corresponding to the chosen handling method

☐	Products under warranty - Shipping covered by Dometic Mobile Power Italy Srl
☐	Products out of warranty - Shipping paid by the customer. The costs will be charged on the invoice when the product is returned.

SECTION 3. Products sent for repair

COMPILE A LIST OF THE PRODUCTS SENT USING THE TABLE BELOW

For each product shipped, please also add a short description of the detected problems

Model number	Serial Number	Anomaly detected

PERSONAL DATA MANAGEMENT

This form is used for the fulfilment of business practices for companies already, previously, registered in the Dometic Mobile Power Italy s.r.l. (the "Data Controller") registry. Using this form requires that the forms for personal data processing have already been signed, accepted and registered, and that there are commercial relationships between the parties, such as to justify the processing of your personal data for the purposes of the correct performance of commercial services. By completing and sending this form, you confirm that you have understood the content of the detailed information notice pursuant to Article 13 of Legislative Decree 196/2003 and EU Regulation no. 679/2016, which is always available at https://www.ndsenergy.eu/PRIVACY_GB01.pdf.