

TECHNICAL NOTE SHIPMENT PROCEDURE

Please find below find all the essential information to arrange the shipment of Unitec products for maintenance and calibration activities.

1) Fill the RMA module (you can download it from www.unitec-srl.com) and send it to service@unitec-srl.com. You will receive an rma number and a confirmation to proceed with shipment. Please wait RMA number and confirmation from unitec before ship any kind of goods

2) Before shipping, please clean the device carefully removing dust and similar with a sponge soaked only by water (DO NOT USE SOLVENTS!). Use the original packaging or equivalent. If you ship whole ETL unit, please fix the box on a pallet and use bubble wrap to ensure that each item is protected during shipment. Should the equipment be contaminated by any hazardous substance like asbestos powder or infested by insects, rats etc. then it should be communicated to Unitec prior to shipping

3) Ship always to

Unitec srl
Via Vicinale Scassata
Localita' Casalanza
81050 Pastorano (CE)
Italy

and don't forget to put outside the box

- RMA number (remember to put the copy of the RMA module inside the box)
- Name of the Unitec staff person you are in contact with
- Unitec technical office telephone number: +39 0823 879842
- Unitec service e-mail address: service@unitec-srl.com

4) For shipment from outside Europe, all the goods should be shipped with proforma invoice (NOT REGULAR INVOICE!). On the proforma invoice please specify that the shipment is for repair/maintenance services. On the proforma invoice please report an appropriate value considering the wear of the unit writing "value only for custom clearance"

Is extremely important follow all the instructions, in order to reduce the delivery times and avoid damages to the case, the electronic parts or the measuring elements during the shipment. Unitec srl is not responsible of damages occurred during the shipment due to inadequate packaging. Extra costs for custom clearance due to wrong or incomplete documentations will be charged to the customer. For any kind of information please contact info@unitec-srl.com