

(Return Material Authorization)

**Conditions for the return:**

Only products purchased from UTILCELL, s.r.o. can be requested for return. Return may be required for upgrade, service calibration, repair or replacement due to manufacturing defect in warranty period.

Prior returning material, it is necessary to do the following:

1. Fill the RMA form and scanned, send it to the address [servis@utilcell.com](mailto:servis@utilcell.com).
2. Will be sent back the RMA number. Fill this number in the form and include the filled form in the shipment.
3. On the shipment include in a visible place the RMA number.
4. Send the package to our postal address.

**Important note:** If the package with products for return is sent without RMA number, it will be returned. In the event the complaint is determined to be unfounded, the Seller reserves the right to recover from the Buyer any costs incurred in the complaint process, including but not limited to transportation and expert assessment fees. Furthermore, if the Buyer fails to collect the defective product within 15 days of receiving notification of the manufacturer's decision, the company reserves the right to dispose of the product without prior notice.

Company : \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ P.code: \_\_\_\_\_

Country: \_\_\_\_\_

Person in charge: \_\_\_\_\_

E-mail: \_\_\_\_\_

Phone: \_\_\_\_\_

RMA number: \_\_\_\_\_ Date \_\_\_\_\_  
(to be supplied by UTILCELL s.r.o.)

Product code	Name of product	Serial number	Purchase date	No. delivery note

Description of the reason for return:

---

---

---

---

---

**Note:** Avoid vague description as „not working“. Be descriptive as much as possible.

Note:

---

---

Head of return department:

**Ing. Valentin Lazutkin**  
Tel: +420 546 427 053  
Fax: +420 546 427 212  
Email: [servis@utilcell.com](mailto:servis@utilcell.com)  
Skype: servis.utilcell  
Web: [www.utilcell.com](http://www.utilcell.com)

Sample label with RMA number:

Company  
Address

UTILCELL s r.o.  
RMA XXXXXXXXXX  
nám. V. Mrštíka 40  
664 81 Ostrovačice

**Note:** If you are printing the label through a courier, please include the RMA number in the note that appears on the package.