



Fault & Repair Form || Return Merchandise Authorization (RMA)

This Form should be filled by the customer, in English (**mandatory fields to BE COMPLETED***)

Please consult your BACK-OFFICE to verify the necessary info, before entering the details

DATE OF DISPATCH		COUNTRY *	
NAME OF SENDER*			
ADDRESS - STREET*		TOWN / CITY *	
ADDRESS - OTHER*		ZIP CODE *	
NAME OF OWNER - USER*			
MEMBER'S LOGIN CODE or PARTNER'S ID		PARTNER'S PASSWORD	
EMAIL* or SKYPE		MOBILE TEL. *	
DEVICE ORDER NUMBER			WARRANTY COVERAGE VERIFICATION
DEVICE MODEL / TYPE *			COVERED <input type="checkbox"/>
DEVICE SERIAL NUMBER *			NOT COVERED <input type="checkbox"/>

DESCRIPTION OF FAULT (WHAT IS WRONG WITH THE PRODUCT?)

ACCOMPANIED MATERIAL (BOX, CASE, BOOKLETS, CABLES, BATTERIES etc.):*



FOR OFFICIAL USE (REMEDY & WORK PERFORMED, PARTS USED etc.):

TERMS & CONDITIONS:

1. Deta Elis Holding products which have been bought from the representative offices in Europe, should be repaired by the service center in Cyprus, at the address: **DETA ELIS CYPRUS LTD, 179, Agias Fylaxeos Str., Kanson House, 1st Floor, office 12, Limassol, CY-3083, CYPRUS, Tel:+357-25222910, Fax: +357-25222909, Skype: DetaElisCyprus, Email: detaeliscyprusltd@cytanet.com.cy**
2. Any information provided in the form above should be sent to the service department in the English language.
3. Devices that are under warranty should be accompanied with their "Passport" (a booklet that accompanies every device with the instructions of use) bearing the Seal of Guarantee. (If there is no stamp and no date of sale, then the warranty period is calculated from the manufacturing date of the equipment). There is **no need to include the invoice or value** with the faulty product.
4. Products which are under warranty have to be sent to Cyprus **by a courier service (ACS, UPS, TNT) and the customer bears the cost.** The cost of repair and return will be covered by the company.
5. Products which are not under warranty and/or can not be covered by the warranty have to be sent to Cyprus **by a courier service (ACS, UPS, TNT) at the customer's expense**, as mentioned above. The customer will be informed about the service cost and the return freight by e-mail or Skype and the devices will be sent upon receipt of payment.
6. The repaired product will be returned to the customer within 60 days from the day of arrival at the service department.
7. The company does not cover any repair cost of the equipment under warranty, if it has been opened or tampered with by the customer and / or if it is not accompanied by the booklet with the warranty seal. The following faults do not apply to the warranty: defects due to improper operation; defects caused by natural disasters; in case of violation of the integrity of seals; in case of presence of external defects (cracks, fractures etc.).
8. To be able to implement the repair process it is important to complete the mandatory fields of this form, marked with the red symbol (*)

PAYMENT METHODS:

9. Beneficiary to Payments is DETA ELIS CYPRUS LTD. Please proceed your payments to **Pay-Pal** account: detaeliscyprusltd@cytanet.com.cy or to BANK OF CYPRUS PUBLIC COMPANY LTD, IBAN No: CY76 0020 0195 0000 3570 2437 0890, SWIFT (BIC code): BCYPCY2N