



Return Merchandise Authorization Form

To submit a Return Merchandise Authorization (RMA) request, contact a GIESSE TECHNOLOGY Customer Service Representative at sales@giessestechnology.it or at +39 010 918 9127 for an RMA # and complete the information below. **No product returns will be accepted without an RMA number referenced on the outside of the return shipment and completed RMA Form.** To expedite your request, please complete all information requested. Once the RMA number has been issued and all paperwork has been completed, return the product(s) to:

GIESSE TECHNOLOGY Srl., Via Malvea 3 pad.18, Cogoletto, GE , 16016, Italy

NOTE: Any returns that have been in contact with bodily fluid must be marked as a biohazard and must be sterilized and returned in a sealed packaging.

****The return policy for GIESSE TECHNOLOGY and other RMA details are described at the bottom of this form****

RMA# :	Date:
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Customer:	Primary Contact:
Address:	
Email:	Telephone:
Patient Name/ID:	Age:

Type of Return (select all that apply): ☐ Return for Credit ☐ Return for Exchange ☐ Product Issue (<i>see below</i>) ☐ Warranty ☐ Other:			
Quantity	Item Code	Lot/Serial #	Item Requested (if applicable)

For all Product Issue(s) please provide the following additional information:

☐ Attach Initial/Pre-Op Patient X-Rays		☐ Attach Post-Op Patient X-Rays	
Product Issue: ☐ Bone Loss ☐ Broken/Fracture ☐ Failure to Integrate ☐ Malfunction/Defect ☐ Loss of Integration ☐ Pain and/or Infection ☐ Patient Death/Injury ☐ Poor Bone Quality ☐ User Death/Injury ☐ Spinner ☐ Stripped ☐ N/A ☐ Other:			
If implanted, give date:		Issue/Failure Found Date: (if applicable)	

Return Policy: All products returns are based on the pricing/terms of the original invoice. Please have the item code, lot/serial number available when contacting customer service. To receive a full refund, credit or exchange, returned products must be unopened, undamaged and be in re-sellable condition. Re-sellable means that the original packaging is without defect. **All unopened returned products must be received within 30 days from the date of the original invoice for a full refund, credit or exchange. Products received within 31-365 days of the invoice date will be eligible for credit or exchange. Returns over 365 days from the invoice date will not be credited or exchanged.**

No credit will be issued for products contained in surgical kits.

Expired products, open packaging, used products, or products with missing parts, will not be accepted for return. Shipping fees are responsibility of the customer and returned items may be subject to a 20% restocking fee. For returns involving product issues, please contact our office immediately. If you have any questions or concerns, please contact customer service or your sales representative.