



## Returned goods

The authorization form is an easy way to send back items which have been ordered by mistake, received by mistake or not functioning properly.

If the customer has an item which has been ordered mistakenly, the best thing is to send an e.mail to our manager ( [reba@rebamarine.com](mailto:reba@rebamarine.com)) and give the details about this matter. We can surely reach a compromise.

If Reba Marine Srl has sent an item instead of what the customer really needed, the best way is to contact our manager ( [reba@rebamarine.com](mailto:reba@rebamarine.com)) and we will try to solve the problem.

If the customer has an item which is damaged and not functioning, the authorization form must be filled in each part and only with our authorization number, the item can be sent back.

The damaged item will be sent to the supplier and if there are any costs for the reparation we will contact the customer and ask him the allowance to proceed.

If customer, in the meantime, needs a new item because the final customer must leave urgently, we can send it and invoice it. If the damaged item has a factory defect, it will be credited, unless the reparation cost will be invoiced.

Request the form by mail: [reba@rebamarine.com](mailto:reba@rebamarine.com)