



Activation Warranty Form



TO STAMP

Surname _____ Name _____
 Address _____
 ZIP Code _____
 City _____ Country _____
 Telephone _____ Fax _____
 E-Mail _____

Form to be mailed by post

Product Information

Brand _____
 Model _____
 Serial Number _____
 Purchase reference _____ Date of Purchase _____
 (invoice, ticket, delivery note)

Messrs
 RayTalk Industries S.r.l.
 Via N. Di Galasso, 19
 47899 Z.I. GALAZZANO - SERRAVALLE
 REPUBBLICA DI SAN MARINO

Country Code: +378
 Tel. 0549.901170
 Fax. 0549.900890
 e-mail: info@raytalk.com
 www.raytalk.com

Buyer signature

Stamp and signature of reseller

We confirm that the purchase has been done in our seat

IMPORTANT: fill up the form in readable block-letters
ATTENTION: sign also the back of this form



CUT AND SEND THE ABOVE COUPON WITHIN 15 DAYS FROM DATE OF PURCHASE



WARRANTY CERTIFICATE

THIS PART OF CERTIFICATE MUST BY KEPT BY THE BUYER TOGETHER WITH THE DEALER/INSTALLER RECEIPT.
FOR A FUTURE TECHNICAL ASSISTANCE SEND THIS WARRANTY CERTIFICATE TOGETHER WITH THE PRODUCT
TO THE APPOINTED LABORATORY

Surname _____ Name _____
 Address _____
 ZIP Code _____ City _____ Country _____
 Telephone _____ Fax _____ Email _____

Product Information

Brand _____
 Model _____
 Serial Number _____
 Purchase reference _____
 (invoice, ticket, delivery note)
 Date of Purchase _____

Space reserved for ticket

Stamp and signature of reseller

We confirm that the purchase has been done in our seat



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Warranty Contract

The 24 months RayTalk warranty is ruled by the following conditions:

1. With "warranty" is intended the repair or the replacement free of charge of parts and components of the equipment that are recognised as faulty: RayTalk Industries S.r.l. reserve the right to replace, under its arbitrariness, the product Free Of Charge
2. The product you purchased is covered by a 24 month warranty starting from the date of purchase. The date of purchase must be proved through a valid document of purchase like an invoice or bill, **essential for the validity of the warranty.**
3. In order to validate the warranty of your product you must fill in each part of the **Activation Warranty Form** and the **Warranty Card** (sign were required for acceptance of the terms). Send the **Activation Warranty Form** to the factory within 15 days from the date of purchase. The date of the stamp will be kept as reference for your shipment. If the **Activation Warranty Form** will not be received within the 15 days required period, the warranty will be considered as **NOT VALID**. If the **Activation Warranty Form** or the warranty card are not fully filled in, the warranty will be considered **NOT VALID**.
4. In order to contact the technical support please connect yourself to www.raytalk.com, enter into "SUPPORT" and fill up the request for technical assistance, or simply send an e-mail to: techsupport@raytalk.com, writing in the subject the model name of the product and describing the technical problem faced. The technical department of the Company RayTalk Industries S.r.l. will check if the unit needs to be sent back to the factory for technical assistance assigning it a RMA (Return Merchandise Authorisation) number.
5. The shipment of the product under warranty to the technical laboratory of RayTalk Industries S.r.l. and back to the sender **are completely on sender's charge.**
6. The equipment may be repaired only by the technical laboratory of the Company RayTalk Industries S.r.l. located in Via Nicolino di Galasso 19 - Z.I. Galazzano - 47899 Serravalle, Republic of San Marino, who will take in charge the equipment and will resend the unit back to the sender all over the world. If you wish to send the equipment to RayTalk Industries S.r.l. for reparation please kindly inform them calling the number +378 0549 901170 or by fax at the number +378 0549 900890 or by e-mail writing to techsupport@raytalk.com If you choose the express courier of the company RayTalk Industries S.r.l. the transport charges to RayTalk industries S.r.l. and back to sender will be debited on invoice. On the contrary the sender may use a courier of its choice but always with door to door delivery as settled in point 5.
7. **Are not covered by the 24 month warranty** all aesthetics and external parts like knobs, handgrips, removable parts, or subject to fretting, damages due to carelessness and/or accidental happenings (concussions, fall, transport damages, incident and so on), use or wrong installation not in compliance to the instructions given into the user manual or not compliant to the directives that refers to the indoor use or outdoor use. Are not covered by warranty damages caused by atmospheric agents (internal and external) like lightning strikes, over voltage, over current, zaps, electromagnetic radius, leap voltage, insufficient or irregular electrical supply also caused by external agents not due to the equipment itself and so on. Are not covered by the warranty all electric and electronic components damaged by carelessness or due to maintenance of non authorised personnel or due to transport if the unit has been not properly packed and/or due to circumstances that do not involve faulty manufactured components of the equipment. Are not covered by the warranty the batteries, the power adapter and the power supply. The use of not original accessories like batteries, power adapters will invalidate the warranty and may cause damages to the equipment.
8. **The warranty expires** if the equipment has been repaired by non authorised personnel, and will be invalidated if the warranty seal have been broken.
9. It is not possible to extend the validity of the warranty.
10. The warranty does not contemplate for any reason assistance on site, although it may solve software problems, range coverage or wrong installation of the equipment.
11. Is excluded the reimbursement for any direct or indirect damage. RayTalk Industries S.r.l. will not be considered responsible for any damage to person, animals or things occurred by the equipment or it's accessories same as all damages caused by inefficiency of the equipment with interruption of the service or non use due to maintenance, loss of business, and so on.
12. In case you send the equipment to the technical laboratory of RayTalk Industries S.r.l. you must include with the equipment the remaining part of the warranty card and a description of the problem you faced with your equipment. Please kindly include also copy of the invoice or ticket or delivery note with the signature and stamp of reseller.
13. For each dispute the warranty terms are governed and interpreted in accordance to the law of San Marino.

Date

for buyer's acknowledgement

the buyer declares that he accepts all warranty clauses at point: 1,2,3,4,5,6,7,8,9,10,11,12,13



Form to be mailed by post



(legible signature)



CUT AND SEND THE ABOVE COUPON WITHIN 15 DAYS FROM DATE OF PURCHASE



Warranty Certificate

Dear customer,

Thank you for choosing a RayTalk equipment and for your confidence in this reliable product.

In order to fully appreciate the qualities and performances of our products, please kindly:

-read carefully the user manual in order to properly install and use the product.

-use only original accessories.

We would be obliged if, in case of any claim, you could give us few seconds of your time and send us your comments.

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