

## Advanced Replacement Conditions

Dear Customer,

In order to process your request for immediate replacement of your product we need a confirmation that you are accepting the below conditions.

### Delivery time and delivery address

As soon as STREGA receives your approval of the conditions in this document, we will order a new product to be shipped out as soon as possible from the closest STREGA Distributor.

Should the product not be available on stock, a high priority production order will be registered to have the product manufactured and shipped out as soon as possible. The delivery time in this case is depending on production situation and will be indicated by our Production team. STREGA will ship the replacement product to the registered address provided below. If no specific address is given, STREGA will ship to the regular delivery address set on prior deliveries.

### Costs

- 1) If STREGA investigation of the returned product reveals that the defect was caused on the customer side, STREGA has the right to charge full price for the replacement product.
- 2) If STREGA does not receive the defective product in return within 2 weeks (14 calendar days) after the RMA case is accepted, STREGA has the right to charge full price for the replacement product.
- 3) If the returned product is within the warranty period, and the defect was caused by STREGA manufacturing process, or material failure, STREGA will cover the cost for the replacement product.

I hereby accept above conditions

Place and Date: \_\_\_\_\_

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

Delivery address: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

See next page to fill the problem description sheet (one page per device)

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STREGA srl

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## Problem description

**Fill one sheet per device**

RMA number received by STREGA (Leave empty if not received)	
Company	
Serial number	
Device Type	<input type="checkbox"/> Smart-Emitter <input type="checkbox"/> Smart-Switch <input type="checkbox"/> Smart-Valve
Product reference (ex: SVM-DN20-868-BSP-S)	
Edition	<input type="checkbox"/> LITE <input type="checkbox"/> FULL
HW version	<input type="checkbox"/> 3.1 <input type="checkbox"/> 4.1 <input type="checkbox"/> 4.5
FW version	
Frequency	<input type="checkbox"/> EU868 <input type="checkbox"/> US915 <input type="checkbox"/> AS923
Did you run the Crystal test procedure ?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, what was the result?	<input type="checkbox"/> passed <input type="checkbox"/> failed
Description of the problem:	