

In case you placed a wrong order, Automatism Esma will exchange your order for another one within 15 - 30 days.

To return one or more products, please follow the steps below:

1.- RETURN AUTHORIZATION NUMBER:

To obtain your return authorization number, please have ready your receipt and contact our customer service department at this address: info@remote-control-esma.com

2.- FILL IN THE FOLLOWING TABLE:

ORDER OR RECEIPT NUMBER	
DATE OF ORDER	
NAME AND SURNAME	Order Placed by:
ORDER DETAILS	Brand and Model
NUMBER OF UNITS TO BE RETURNED	
MODEL YOU WISH TO RECEIVE	Brand and Model
NUMBER OF UNITS TO BE RECEIVED	

3.- PREPARE THE PRODUCT YOU WISH TO RETURN:

** The product must be returned in perfect condition, in its box and original packaging and with accessories and user manual.

** We cannot accept returns of damaged or incomplete products. ** If you return a product in unacceptable conditions, you will lose the right to have it replaced and you will be charged the cost of sending the product back to you.

4.- CALCULATE DE DIFFERENCE IN PRICE:

Please turn to the following page to calculate and pay the price difference. Do not forget to include the administrative costs which amount to **8€**.

REMOTE CONTROL ESMA will reimburse the sum of **or you will pay the sum of**

5.- SEND THE PRODUCT(S) TOGETHER WITH THIS FORM BY POST TO:

ESMA REMOTE CONTROL S.L.
 Avd. De Castilla 32, nave 9, 28830 – San Fernando de Henares - Madrid.

NOTICE: Return without the corresponding authorization number will not be accepted.

Request made on in

Signature: