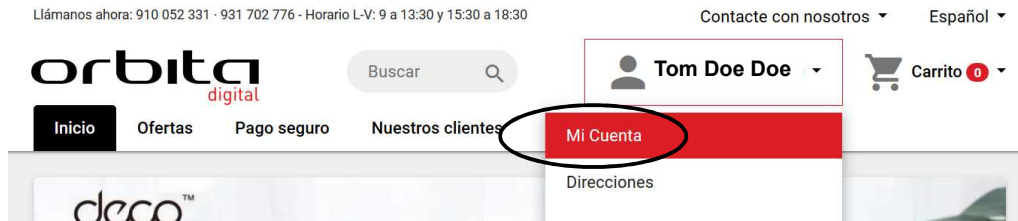


# 1

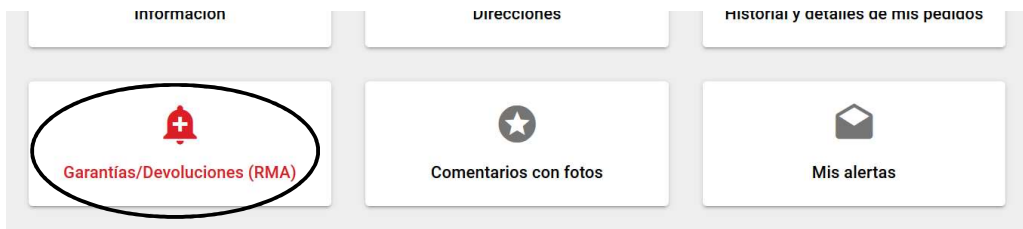
## Login in My Account

IMPORTANT if your account is INVITED you will have to send us a message from "Contact us" requesting access as a Registered User to be able to make the return.



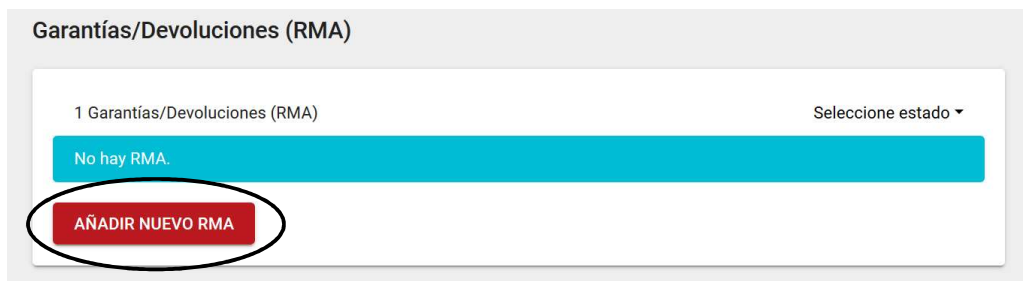
# 2

## Go to Warranty/Returns RMA



# 3

## Add new RMA



# 4

## Fill in the details and press Send

A) First choose the reason Return / exchange, Warranty Repair or Warranty Repair.

B) Choose the order number

C) Choose the product / s and quantity / s to be returned or repaired.

D) Indicate the failure of the product or the reasons for the return. IMPORTANT in the event that you have to send the product, the customer has to do it by their means to our stores, if you wish, we optionally offer a collection service at your home for customers in Spain (Peninsula) that has a cost of 7.60 euros for this you just have to indicate it in the message.

E) If necessary you can attach photos or documents.

Motivo

**A** No especificado

Pedido

**B** Seleccione pedido...

Producto

**C** Todos los productos

Mensaje

**D**

Archivo adjunto

**E** Examinar... No se ha seleccionado ningún archivo.

ENVIAR