

This RIB for repairs must be completed, as indicated in the INSTRUCTIONS at the bottom of this page, whenever you require making an equipment or material transport to S.A.E. IBERTEST. With this request form the customer requests AUTHORIZATION to send any material/ equipment. Material or equipment cannot be sent, before receiving this request form again with the RIB number assigned, meaning that the transport has been authorized.

RIB NUM.	DATE ADDED (RIB)
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This RIB number is valid for 30 days from the date of registration

CODE		COMPANY NAME	
ADDRESS			
POSTAL / ZIP CODE		CITY	
CONTACT PERSON			
PHONE NUMBER		E-MAIL	
PRODUCT DESCRIPTION			
TYPE/MODEL:		SERIAL NUMBER:	
REASONS FOR REPAIR (please, describe any troubles/ issues)			
ACCESSORIES THAT ARE SENT WITH THE EQUIPMENT / MACHINE:			

Please send the material to the address indicated at the bottom of this page

INSTRUCTIONS

1. Please, complete this request form for repairs (RIB), except for the shaded boxes, which will be filled in by S.A.E. IBERTEST.
2. The completed request form must be sent by email to: sertec@ibertest.es
3. S.A.E. IBERTEST will check if all the information is correct and complete, contacting the customer if any clarification is required.
4. S.A.E. IBERTEST will authorize the transport, assigning a RIB-number and proceeding by sending back the completed RIB within 2 working days (24 hours) to the customer's email indicated in the RIB.
5. Once the customer has received the return mail, he shall send the equipment/ material to of S.A.E. IBERTEST, being correctly packed with postage paid and the assigned RIB-number clearly indicated on the exterior of the package, or alternatively, a copy of this RIB included in the delivery note.

Please note:

- a) S.A.E. IBERTEST will not accept any material or equipment without the correct RIB-number clearly indicated.
 - b) In case of receiving equipment or material not corresponding to the RIB-number indicated in the request form, S.A.E. IBERTEST will not accept the equipment/ material and return it to the sender COD (cost on delivery).
 - c) If the equipment/ material was not manufactured/ sold by S.A.E. IBERTEST and/ or the information available is not enough, S.A.E. IBERTEST may request additional documentation (instruction manual, plans, schemes, photo documentation, etc.)
6. Each completed RIB request that must be returned to the customer, will be sent COD.
 7. If the customer does not accept a repair quotation or if the equipment/ material reviewed cannot be repaired, a charge of **180 €** to the customer will be made. In these cases, equipment/ material cannot be stored in the facilities of S.A.E. IBERTEST for more than 1 week, any extra storage time may lead to additional charges.
 8. S.A.E. IBERTEST may not be held responsible for any data loss. The customer is strongly advised to make backup copies of all relevant data stored in the equipment before the sending.

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