HOW TO RETURN AN ITEM

Option 1

Are you registered at the website?

This self-service option is available if you prefer to handle your return on your own and have an account that you used to place your order.

Follow these steps:

1. Access your customer area and go to your "order history".
2. Select the order containing the products to be returned and click on "return products". You can select the amount you wish to return for each individual product row.
3. Confirm the return which will be automatically accepted with a generated RMA code.
4. You will receive an e-mail at your address containing: instructions on returning the item, the RMA code and the list of returned products. Follow the instructions carefully. Print the email message, put it in the package and send it together with the item to be returned.
5. As soon as we receive your package and check the product, we will issue a refund for the returned goods.

Option 2

Are you not registered at the website?

This self-service option is available if you have placed an order as a guest, without registering, and prefer to handle your return on your own.

Follow these steps:

1. Enter the information in the form below.
2. After the appropriate checks, you will receive an e-mail at your address containing: instructions on returning the idem and the RMA code. Follow the instructions carefully. Print the email message, put it in the package and send it together with the item to be returned.
3. As soon as we receive your package and check the product, we will issue a refund for the returned goods.

Option 3

Use the **PDF** Standard Withdrawal Form

This self-service option is available if you have either placed an order as a guest, without registering, or as a registered user of the website.

Follow these steps:

1.   Fill out the PDF form which you can find to download on this page.
2.   Send the form as an attachment via e-mail to the following address: aql.seller.esp@t-data.it or by ordinary post to the address: T-Data S.r.l. via F. Turati 111, Cerro Maggiore 20023 (MI).
3.   After we have received the form and performed the appropriate checks, you will receive an e-mail at your address containing the instructions on returning the item and the RMA code. Follow the instructions carefully. Print the email message, put it in the package and send it together with the item to be returned.
4.   As soon as we receive your package and check the product, we will issue a refund for the returned goods.