

Warranty Claim

- It is necessary to fill in, print, sign, and attach the warranty claim form to every warranty claim. Please always send both printed, signed, scanned/photographed document and the filled-in digital PDF.
- We do not accept any goods sent back to us by the cash on delivery method.
- The supplier agrees to settle the warranty claim in favour of the customer as soon as possible and no later than 30 days from the date of receiving this warranty claim form and the products described in it.
- We do not accept goods returned later than 2 years from their initial dispatch to the customer.

For physical products:

We cannot accept products sent to us by the cash on delivery method. When we receive a parcel, we need to check if the returned products in it correspond to the order described in the warranty claim form before we can accept it. Only after that we can proceed with the product replacement.

Please send the parcel with the products you would like to return to this address:
RA Software s.r.o., Nove Sady 2, 602 00 Brno, Czech Republic

For electronic products:

Electronic licenses (ESD) are considered returned when we receive the signed warranty claim form filled with required information. The warranty claim form can be scanned and sent via e-mail.

By signing the warranty claim form, the Buyer confirms that he or she is familiar with the warranty claim procedure and that he or she agrees to it.

Terms and conditions: <https://www.forscope.eu/terms-and-conditions/>

NAME AND SURNAME:

E-MAIL ADDRESS:

ORDER NUMBER:

POSTAL ADDRESS:

REASON FOR WARRANTY CLAIM:

I return the Certificate(s) of Authenticity with the following Product Key(s):

If you intend to return more than one product key for different types of products (e.g. 1 Windows 7 Pro and 1 Windows 10 Pro), please use separate warranty claim forms for each type of product.

PRODUCT NAME (for example: Windows 7 Professional ESD):

PRODUCT KEY(S) (please, separate each key with a comma):

Furthermore, I declare to RA Software s.r.o., that I will not provide any information concerning this contract to a third party that is not a participant of this contract. Especially, I will not provide any documents or information acquired by concluding this contract. In case of a breach of this declaration I hereby agree to pay a contractual fine to RA Software s.r.o. in the amount of damages that might arise to RA Software s.r.o. and were caused by this breach. The return of the purchase cost of the software product is not affected by this declaration.

Note: The fine amount cannot be greater than the cost of the purchased product.

DATE: _____

SIGNATURE: _____