



Servisa ICT UAB

Company registration number.: 300586363

Main office

Raudondvario pl. 131B-4 47191 Kaunas

(+370) 37 329000

info@servisaict.lt

Branch office

Kaunas

Act NumberRMA-40140938

Item nameGaggia Classic Evo E24 RI9481/14 Coffee Machine, Black

Notes

Hi,

I'm still having problems with this coffee machine.

Water leaks after making 2-3 cups of coffee.

The device has already been to your service center once.

CustomerPPHU Racom Rafal Wonicki

Contact person nameRafal Wonicki

E-mail of contact personsklep@racom.com.pl

Contact person telephone number: +48533355065

Street nameElsnera, 43K

CityMikołów

Additional info

Serial Number	tu902323068962
Invoice No.	ACC03423480
Partner's RMA number	
Purchase date	2024-07-30

Date	Name	Notes
2025-09-09	Registration confirmed	Instrukcija, Pakuotė; used KRA0460870
2025-09-09	Pick-up service ordered	
2025-09-12	Device delivered to Kaunas office	Coffe machine(used, scratches, pieces of rocks were falling out of machine)
2025-09-12	The product will be forwarded to another se	Krinona KRA0460870
2025-09-12	The device has been sent for repair to the	
2025-09-24	Device is ready to send to the customer fro	Water pump repair, testing
2025-09-25	Device is sent to the customer	

Below are the terms of UAB "Servisa ICT", legal entity code 300586363, registered office and correspondence address Raudondvario pl. 131b-4, LT-47191, Kaunas, phone no. +370 37 329 000, e-mail info@servisaict.lt (hereinafter - the Company), warranty and non-warranty repair services of devices (hereinafter - the Services) are described in the www.servisaict.eu website and service provision rules, which are available at: <https://spm.servisaict.eu/Information/TermsAndConditionsOfServices?currentCulture=en-US> (hereinafter - Rules). In order to avoid misunderstandings, we urge you to carefully read the user manual of the device you have, the terms of warranty obligations and free service in the warranty card.

- I am informed, -a, that if I do not collect the Device within 3 months from the date of notification after the provision of Services, the Company has the right to no longer store the Device and/or destroy it;
- I have familiarized myself with the rules of the www.servisaict.eu website and the provision of services, which are available at: <https://spm.servisaict.eu/Information/RepairInfo>
- I have read the Privacy Notice, which is available at: <https://spm.servisaict.eu/Information/PersonalDataProcessingPolicy>
- All information above is correct and complete;
- I have familiarized myself with the User's Manual of my device, the terms of the Device's warranty;
- The Device transferred for the provision of services (i) does not contain my data as a Service recipient, (ii) copies of all data contained in the Device have been made and all confidential information, including personal data, has been removed;
- I understand that during the provision of the Services, the information contained in the Device may be removed in order to ensure the proper performance of the Services, and I do not have and will not have any complaints or demands against the Company as a result;
- I handed over the device to the Company without any accessories that are not part of the Device's package (eg memory or SIM card, case, etc.) - I am aware that the Company is not responsible for the safety of these accessories.

(name, surname, signature, date)

The manufacturer of the device and Servisa ICT can use my phone number and email address to contact me after the service to evaluate its quality.

I agree _____
(name, last name, signature)

I do not agree _____
(name, last name, signature)

TO BE FILLED when collecting the DEVICE:

I have checked the completeness and condition of the device, I have accepted the device (by signing below, I confirm that the complete set of the device brought for service is being returned, the condition of the device is no worse than before, and I also understand that no claims will be accepted due to the completeness and condition of the device (external):

(name, surname, signature, date)