

Warranty Request Form



FAMECCANICA
Non stop innovation

Customer Service

Date ____ - ____ - ____

Customer Information

- Company:
- Mr\Mrs:
- e-mail:
- Tel:

Supplier Information

- Mr\Mrs.: X..... X.....
- e-mail: xxxxxxx@fameccanica.com
- tel.: +39 (0)85 455xxxx
- Fameccanica.Data S.p.A.
- Via Aterno, 136
- 66020 Sambuceto di S. Giovanni Teatino (Chieti) ITALIA

Oggetto: Warranty Request for Defective Component

Defective Component Information

Complet description: Fameccanica Code:

Issue description:

Commercial Information

Customer Purchase Order Number:

Fameccanica Work Order Number:

Please, mark one of the two options:

Return Procedure

Exchange Procedure

Customer Service Team Fameccanica will give you all the necessary instructions to ship the defective component, covering all related costs.

Component/s to be shipped to

Customer

Address

ALL THE BLANKS HAVE TO BE FILLED IN

Filling in this form, we acknowledge and accept all terms and conditions set forth in the warranty procedure below detailed.

Signed for acknowledgement

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Warranty Procedure

Fameccanica Data S.p.A, in order to offer an efficient service regarding the warranty management, allows to its Customers to choose between two alternatives:

1. Return Procedure;
2. Exchange Procedure.

RETURN PROCEDURE

In this case the defective component will be shipped to Fameccanica for inspecting, in order to confirm the defect and acknowledge the warranty. Fameccanica will take care to ship the component and cover all related costs.

If the warranty is recognized, Fameccanica will carry the rebuilding on free of charge, giving back the fixed component.

Otherwise, the costs faced for shipping, inspection and material management, might be charged to the Customer, who will have to issue a purchase order.

Concerning the returned goods, the Customer can choose among the following alternatives:

1. Repair of the component, with following invoicing of the repair service.
2. Return, at Customer expense.
3. Scrapping, after a Customer's written authorization (e-mail, ecc.)

EXCHANGE PROCEDURE

In this case, a new component will be shipped by Fameccanica in the shortest possible time, to replace the defective one that will be shipped to Fameccanica for inspecting. Fameccanica will take care to ship the component and cover all related costs.

Before carrying on with the shipping of the new component and in order to ensure that, **just in case warranty will not be recognized**, the payment will be carried out, it is necessary the Customer issues a purchase order, for which Fameccanica will issue an invoice with favoured payment conditions (120 calendar days).

If the warranty is recognized, the invoice's amount will be write off through a credit note.

Otherwise, the Customer will carry the invoice's payment on with standard payment conditions. Regarding the costs faced for shipping, inspection and material management, and the possible decision about the returned goods, is valid that set forth in the *Return Procedure*.