

Claim, return and maintenance procedure

Before proceeding with shipping the goods to SPASCIANI, we kindly ask to contact the Customer Service, who will provide an authorization code which will have to be placed on the shipping documents.

Our warehouse will refuse any goods sent without authorization code.

Below are indicated the procedures which are in place for different scenarios:

Goods shipped for reparation under warranty (claim)

- The shipping costs are at SPASCIANI care (in case, following the product analysis, the repairing were to be considered outside of warranty, shipping costs would be charged to the client)
- The client will receive the authorization to ship the good after sending to the Customer Service the decontamination certificate that can be found on the last page of the Price List. Customer Service will send a claim code as confirmation of reception of the decontamination certificate.

Our warehouse will refuse any goods sent without authorization code

- In case SPASCIANI Service were not to find any defect in the goods, or in case the malfunctioning were to be caused by mishandling or misuse by the client, all the costs related to the analysis of the goods, procedure handling and shipment would be charged to the client.

Product returned for maintenance

- The shipping costs are at client's care
- The client will receive the authorization to ship the goods after sending to the Customer Service the decontamination certificate that can be found on the last page of the Price List
- Customer Service will send a maintenance code as confirmation of reception of the decontamination certificate.

Our warehouse will refuse any goods sent without authorization code

Product returned because of an error in phase of order by the client (return)

- It is required that the return is authorized by the Customer Service
- Goods have to be returned within 8 days from delivery. Shipping costs are at client's care
- Goods unused and in their original packaging will be accredited at the 80% of the invoiced value
- Goods unused but not in their original packaging will be accredited at the 70% of the invoiced value
- Customer Service will send a return code as authorization to return.

Our warehouse will refuse any goods sent without authorization code

Product returned because of an error in phase of order by SPASCIANI (claim)

- Shipping costs are at SPASCIANI care
- Goods unused and in their original packaging will be accredited at the 100% of the invoiced value
- Customer Service will send a claim code as authorization to return.
- Our warehouse will refuse any goods sent without authorization code

Following the delivery of the goods, SPASCIANI Customer Service will contact the client about the result of the goods analyses and the closing of the procedure (i.e. maintenance under warranty, maintenance at cost, accredited and % of value etc).

MATERIAL DECONTAMINATION CERTIFICATE

Distributor's data or Invoicing data	End user's data	
Company	Company	
Address	Address	
ZIP code	ZIP code	
City	City	
Phone	Phone	
Fax	Fax	
e-mail	e-mail	
Contact name	Contact name	
VAT number	VAT number	
Service	Service	
Gaps reserved to SPASCIANI	Customer code: <input type="checkbox"/> Delivery address	Customer code: <input type="checkbox"/> Delivery address

Description of the material sent		
Type or code	Quantity	Reason for the return

The equipment has never been used

The above indicated equipment has been used in presence of the following substances (compulsory):

<input type="checkbox"/> Asbestos	<input type="checkbox"/> Cancerogenous products
<input type="checkbox"/> Biologic contaminating substances	<input type="checkbox"/> Additives and heavy metals
<input type="checkbox"/> Disinfection substances	<input type="checkbox"/> Pesticides/herbicides
<input type="checkbox"/> Lead	<input type="checkbox"/> Welding fumes
<input type="checkbox"/> Pharmaceutical active principles	<input type="checkbox"/> Radioactive particles
<input type="checkbox"/> Production of enzymes	<input type="checkbox"/> Wastewaters
<input type="checkbox"/> Sandblasting	<input type="checkbox"/> Sawdust
<input type="checkbox"/> No toxic/harmful agents	<input type="checkbox"/> Others

The equipment has been decontaminated (COMPULSORY)? YES NO*

I, the undersigned, as consigner/user, under his own responsibility, declares that the above indicated information about the use and, especially, about the decontamination of the described material is truthful.

Name and Surname _____

Company name _____ Date and place _____

Signature _____

* SPASCIANI for its employees' security cannot accept as returned material (or material to be serviced/repared) goods that have not been decontaminated beforehand.