



TECNIMETAL INTERNATIONAL s.r.l. - Via Casa Bianca n°28 - 26037 S.Giovanni in Croce (CR) - Italy - Partita IVA IT 01247630195
Tel. 0039 (0) 375 310082 r.a. - Fax 0039 (0)375 91538 - <http://www.tecnimetal.com> E-Mail: info@tecnimetal.com

GUARANTEE CONDITIONS

The warranty of Tecnimetal International's product is valid 12 months from the shipping date.

The obligation of warranty on products, marked Tecnimetal International srl, consists on the substitution or reparation of the parts, which appear damaged in accordance with our estimation.

The reparation of our products will be always accomplished by our headquarter or by authorized seats .

If the customer wishes, that the reparation has to be effected outside our seats, the customer has to support to his charge the travelcosts, dietary and housing of each technician .

The intervention's call has to be writing forwarded, specifying the lamented damage.

No intervention's demands by phone will be accepted.

For operative reasons, the approval of intervantiion's requests will be accomplished during the working hours : Monday –Friday , 08.00-12.30 ; 13.00-17.00 .

If the request has been sent during a festiv day, it will be considered from the first working day following to the sending .

Tecnimetal international srl is not submitted to the warrenty ,if the damages come from a wrong installation of the product, voluntary or unvoluntary manumissions, bad maintenance, negligence or inability of the final exploiter.

Variations or reparations made from non-authorized by Tecnimetal International srl involve the revocation of the guarantee.

The ownership of replaced material on warrenty remains to Tecnimetal International srl .

If particular conditions foresee the advanced sending of the product on replacement, agreed by Tecnimetal International srl and the customer together, the not qualified product have to be returned within 15 days to customer's charge.

On the contrary all the spare parts will be debit on the base of the price-list valid at the moment of the shipment.

The delayed or failed or partial payment, of the supply, suspends the relative guarantee .

The warrenty condition doesn't authorize the customer to suspend or postpone the payments, which have to be anyway accomplished in order to the established agreement (this agreement will be always specified on order acknowledgment)

Tecnimetal International is ISO 9001:2000 – certif.n°03116 - Certified by SAMUIN STANDARD INSTITUTE Ltd

SGQ certificato ISO 9001:2000
Certificato No. Q 03.00721T





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Additionally, Tecnimetal International srl preserves the rights to abolish the warranty on the base of the following cases:

- **if the labels or plates of the manufacturer and the serialnumber or registernumber have been removed or cancelled.**
- **If the product has sustained variations or mechanical processing not expressly authorized by Tecnimetal International srl.**
- **If the product has been used not accordingly to the delivered directions or has been used for other goals .**

The warranty is recognize exclusively to the direct customer of Tecnimetal International srl. Anyone possesses products, which correspond to the contemplated requirements, whose the purchase has not been effected by Tecnimetal International srl, but by other units (reseller or manufacturer of anything else), has to apply to the own supplier.

RETURN OF THE FAULTY PRODUCT FROM THE CUSTOMER :

The defect product has to be returned free-charge to Tecnimetal International srl.

REPARATION OF THE FAULTY PRODUCT FROM TECNIMETAL INTERNATIONAL SRL:

If our valuation justifies the warranty application, the product will be repaired or substituted; on the contrary, Tecnimetal international will communicate the estimation of the reparation and will proceed only with the customer's approval.

The labor, disassembly, assembly and transport'costs for the external intervention of our technical personnel and the returned of the repaired or substituted producto are to charge of the customer, even if the warranty has been recognized .

These conditions are considered agreed from customer at the moment of the order.