

WARRANTY TERMS AND R.M.A. FORM

(Return Merchandise Authorization)

Integration and completion of what indicated on the Assembly Instructions for Use and Maintenance.

The warranty period for Breda products is 24 months from the date of the CMR or other accompanying document, is valid for all the product's components excluding the consumer products; the guarantee is extended to 10 years on the panels varnished similar wood, or on the sheet's through-corrosion on all the kind of panels. The defects or non-conformities must be notified immediately when find out. The components replacement within the guarantee period does not extend the guarantee itself.

To ensure the guarantee, the product must have been installed from qualified personal. If not full complete the Initial product verification certificate and start of the guarantee or in case someone remove the identification tag affixed by Breda, the guarantee will be not valid any more.

During the warranty period, any deficiency due to defects or non-conformity of the material or production process, will be eliminated. The defective or non-compliant product can be repaired or replaced free of charge. The manpower costs and shipping costs will be at customer charges, nothing will be recognized as ancillary costs. The parts replaced, if requested, must be returned to Breda.

The warranty does not cover:

- Damages occurred during transportation by third part and careless preservation of the product;
- Damages caused by extraordinary events (accidents, fire, natural disasters, vandalism, different damages);
- Damages caused by lack of ordinary maintenance suggested by the technical handbook and certifications handbook;
- Missing or incorrect application of the instructions provided in the user and maintenance manual;
- Damages caused using accessories and/or non-original spare parts or not authorized by Breda Sistemi Industriali S.p.A.;
- Damages caused by troubles or faults of the electric supply network;
- Damages caused by removing or tampering with one of the compulsory safety devices provided by Breda;
- Damages caused by wrong or inappropriate use of the product;
- Damages caused by tampering or failures due to the service by unskilled staff;
- Destruction caused by carelessness or started deliberately;
- External factors as salts, alkaline solutions, acids, alcohol, cleaning with not indicated products, etc;
- Modifications made to the product and not authorised by Breda;
- Interventions or repairs carried out by unqualified people;

REQUEST AUTHORISATION RETURN OF GOODS UNDER GUARANTEE RANZIA FOR REPAIR

Before sending any reports requesting warranty replacements, make sure that:

1. **The product is in conformity with the original state but not working;**
2. **the product is not tampered with or damaged by operators, installers or transporters;**
3. **It must be identifiable the product's serial number on the special aluminium plate;**

4. **The defect or malfunction must not depend on incorrect installation, absence of mandatory periodic maintenance, or for reasons clearly not attributable to company Breda (for example damage from falls, blows, use of unsuitable cleaning products, power surges, abnormal weather events, etc).**

In case that the involved article has the authorization to be returned and violates points 1, 2, 3 or is functioning, the customer will be charged € 50.00 (fifty | 00) for handling fees and will be returned with a charge for transport costs or scrapped after authorization;

Once verified the above, the Customer must proceed as follows:

Order the spare part as a new order and send back in Breda the article for the appropriate checks and eventual repairs or send the piece and wait for the return after the checks or eventual repairs or replacements.

1. Complete the online form at the address www.bredasys.com/en/rma
2. Pack the returned material properly, using when possible, the original packaging or by storing it in a strong cardboard box and protecting it from impacts with suitable material. ATTENTION if the packaging is not considered suitable, Breda Sistemi Industriali reserves the right to not accept the return.
3. Before proceeding with the sending of the material, please wait for the complaint number, that should be sent by the office in charge;
4. Indicate the complaint number on the accompanying document that will be together with the product with causal "returned material, replacement under guarantee";
5. Affix the complaint number also on the external side of package in a clear and visible way;
6. Include inside the package: a copy of the completed form and a copy of the CMR or other accompanying document;
7. The complaint number can be used only once and has a limited duration of 30 days from the assignment;
8. The material received without a complaint number, CMR/accompanying document or with shipment carriage forward, will not be accepted;
9. Beginning from the date of receipt of the material, our centre of assistance will handle to all necessary in order to repair or replace in the smaller possible time the defective product;
10. Once the process has been completed, we will inform you about the outcome of the check, which may include one of the following alternatives:
 - 1) warranty repair without costs;
 - 2) reparation with communication of the costs;
 - 3) revamping with communication of the costs;
 - 4) material return, exactly as received, with communication of all costs;
 - 5) authorization for scrapping;

In the case of point 1) Your authorization will not be necessary and there will be no charge of costs.

ATTENTION – filling out and sending the form does not authorize the shipment of material; please always wait to receive the assigned complaint number to send the material complete of delivery note.