

STANDARD TERMS AND CONDITIONS APPLIED AT CONTROL TECHNIQUES SpA FOR THE REPAIR OF PRODUCTS IN AND OUT OF WARRANTY

1) APPLICATION

In case of faulty products – new or already in use – it is necessary to apply for a Returned Material Authorization “RMA” reference number in advance, by visiting the website <http://www.controltechniques.it>, in section Service/Repairs and filling the on-line form, or downloading the form called “Modulo Richiesta RMA”, filling it and sending it through facsimile to number +39 02 57512848.

We will shortly provide you with a RMA reference number for each specific equipment. That number is necessary to require any information related to Your products, such as the state of the repair.

2) Delivery location and conditions

2.1) Materials that need repair should be sent as “Delivered Duty Paid” to the address shown hereby and equipped with the original Despatch Note which must report the cause “Account for repair” and the RMA reference number.

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2.2) Write the RMA reference number with appropriate, clearly visible labels on the packaging.

2.3) The customer should – under their responsibility – appropriately pack the equipment sent to C.T. S.p.A. for repair, in order to avoid damages during carriage. In case of such damages, any expense related to the repair will be invoiced. This procedure will apply to products both in warranty and out of warranty.

2.4) We recommend You to enclose to the product any information related to the fault noticed, to its possible causes and to the specific moments or situations useful to identify the anomaly.

2.5) We also recommend you NOT to enclose any spare part such as terminal blocks, mounting brackets, breaking resistors etc., because Control Techniques S.p.A. will not be liable for any loss or damage occurred to those components.

3) Receipt of the product for repair

During the receipt of the product – with the Despatch Note enclosed – the record into the Business Information System is confirmed through the RMA reference number previously assigned. In case of receipt without previous assignment of any RMA reference number, that number is assigned contextually.

4) Warranty terms and conditions

4.1) Warranty conditions described in our “Standard Terms and Conditions” available on the home page of our website: <http://www.controltechniques.it> apply.

4.2) Warranty applicability is based on the appliance despatch date, riferable by its serial number and recorded in the data base of Control Techniques S.p.A. . If serial numbers have been removed, deleted, or become in some way unreadable, or if labels that seal the cover of some models have been removed or damaged, products will be considered Out of Warranty.

4.3) Warranty – where applicable – will be recognized even if the Despatch Note holder is different from the customer to whom the product was sold.

4.4) Warranty will not be recognized if faults are caused by or having reference to external events – installation mistakes, outstanding facts occurred to the power supply network, bumps, etc. In such cases, repairs will be kept pending until their costs are explicitly approved by the Customer.

4.5) Warranty applied on repairs performed has a duration of 12 months on repaired and substituted parts in cas¹ of drives Out of Warranty, and 6 months for motors Out of warranty and as long as the original warranty term in case of products in warranty.

5) Time needed for the repair / substitution of a faulty product by our Company

5.1) The average time needed for the whole performance of repairs – from receipt to product return date – is approximately 30 calendar days for drives and 40 calendar days for motors, subtracting from it the time elapsing from the quotation to its acceptance by the customer, and depending on the availability of any spare parts needed.

5.2) In case of urgency for products within warranty terms, Control Techniques S.p.A. will assess the opportunity to abbreviate time of return through either free urgent repair or product substitution.

In case of substitution, the company reserves the right to issue a debit note afterwards for expenses due in case later inspections mark that warranty is – totally or in part – not applicable. The applicability of replacement depends on the stock availability of the product.

5.3) In case of urgency for products out of warranty, urgent repair is available. An extra 25% of repair cost will be charged to the customer for that service.

Urgent repairs are performed within three days – maximum time guaranteed in case of availability of needed spare parts – except carriage time.

It is possible to reach an agreement on the substitution of the faulty product with refurbished equipment – already used, but not faulty – instead of the repair; this, if available, allow time saving.

6) Repair price

6.1) In case of repairs out of warranty, a facsimile is sent to the customer for information at the time of the product return; that facsimile describes the activities performed and the amount that will be invoiced. Price is fixed, depending on the item repaired, and can be provided on demand at any time by our Repairs Department employees.

6.2) Instead of the fix price, the customer has the right to ask for a specific price, that will be provided only after a complete analysis of the item. Requests must be written on the Despatch Note sent together with the product.

In case that the quotation is not approved by the customer, an extra cost will be charged anyway due to technical analysis.

6.3) In case that no fault is found (NFF o No Fault Found), despite repeated tests and further information requests made to the customer technical employees, a fix amount depending on the product type is charged to the customers at the line “NFF”. The customer has the right to ask our Repairs Department employees for that cost as well.

7) Repaired material return

7.1) Control Techniques S.p.A. performs the return of all repaired products through their own carrier, and no carriage cost is charged to the customer (“Delivered Duty Paid”).

7.2) Returned material carriage time depends on the destination address and may vary between 1 and 3 working days. If a different service or carrier is required, it is necessary to provide us with the appropriate details; in that case carriage cost is charged to the customer (“Ex Works”).

8) Compliance with laws

The fulfillment of the repair is subject to all current applicable import; export control and sanctions laws, regulations, orders and requirements, including those of the United States where applicable. However, such laws and regulations may be amended from time to time including during the processing of a repair. If Control Techniques S.p.A. should fail to receive any necessary or advisable licenses, authorizations or approvals, even arising from inaction by any relevant government authority, or if any such licenses, authorizations or approvals are denied or revoked, or if there is a change in any applicable laws, regulations, orders or requirements that would prohibit the Company from fulfilling any order, or would in the reasonable judgment of the Company otherwise expose the Company to a risk of liability under such laws, regulations, orders or requirements if it performed the repair, the Company shall be relieved without penalty of all obligations under the present document.

For further information and requests we pleasantly advise You to send an e-mail to the following address: service&repair.it@controltechniques.com, or to call telephone number +39 02 575751 and select option n. 4 “Repairs”.