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## ***WARRANTY and VI.BE.MAC. POLICY***

### **INSTALLATION CERTIFICATES**

- IF WE DON'T RECEIVE THE INSTALLATION REPORT WITH THE INSTALLATION CERTIFICATE DULY FILLED IN **WITHIN TWO MONTHS FROM THE INVOICE DATE**, THE MACHINES WARRANTY PERIOD WILL START FROM THE INVOICE DATE.
- THE WARRANTY PERIOD OF THE MACHINE IS ONE YEAR.

### **CLAIM AND PARTS SENT UNDER WARRANTY**

- WHEN WE SEND YOU THE PARTS UNDER WARRANTY, THE SHIPMENT IS AT YOUR CHARGE.
- WHEN YOU SEND US BACK THE DEFECTIVE PARTS, WE WILL PAY THE SHIPMENT.

IN THE PROFORMA INVOICE (FOC) WE LIST THE PARTS THAT YOU HAVE TO SEND US BACK.

### **HOW TO SEND US BACK THE DAMAGED/DEFECTIVE PARTS ?**

1. FILL CAREFULLY IN THE *CLAIM BACK DRAFT\** IN ATTACHED
2. SEND US THE CLAIM FORM FILLED IN **AS A DRAFT** AND WAIT OUR CONFIRMATION
3. ONLY AFTER OUR CONFIRMATION, YOU CAN SHIP OUT THE GOODS

WE USUALLY ANTICIPATE THE DEFECTIVE/DAMAGED PARTS, USING A PROFORMA INVOICE NAMED FOC, IN ORDER TO LET YOU CONTINUE WITH YOUR PRODUCTION BUT :

- IF YOU DON'T SEND US BACK THE DEFECTIVE PARTS REPLACED, AS INDICATED IN OUR PROFORMA INVOICE (FOC), WITHIN 45 WORKING DAYS AWB DATE, WE WILL SEND YOU AN INVOICE NOTICE WITH ALL THE NECESSARY INFORMATION.
- AFTER 30 DAYS WITHOUT RECEIVING ANY FEEDBACK FROM YOUR SIDE, WE WILL CHARGE YOU THE COST OF THE PARTS ACCORDING TO THE PRICE LIST.

### **ITEMS UNDER REPAIR**

- BEFORE SENDING US ANY ITEM FOR REPARATION, IT IS IMPORTANT THAT YOU FORWARD US THE *REPARATION DRAFT\** HERE IN THE SECOND ATTACHMENT, DULY FILLED IN, EXACTLY MENTIONING THE PROBLEM NOTICED
- THE GOODS MUST BE SEND TO US ON "*PREPAID BASIS*" WHILE THE SHIPMENT OF REPAIRED GOODS WILL BE AS "*EX WORKS BASIS*".
- FIRST OF ALL WE SEND YOU THE QUOTATION FOR REPARATION AND THEN YOU

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HAVE **20 WORKING DAYS TO CONFIRM THE SAME QUOTATION**. IF YOU DON'T SEND US ANY CONFIRMATION WITHIN THESE DAYS, THE PARTS WILL BE SENT BACK AS UNREPAIRED GOODS, EX WORKS, PLUS COSTS ARISING OUT OF CONTROL.

- 10 WORKING DAYS AFTER YOUR CONFIRMATION FOR THE REPARATION COSTS, THE REPAIRED GOODS WILL BE SENT BACK TO YOU.

### **SEND US BACK PARTS RECEIVED BY VIBEMAC MISTAKE**

BEFORE TO RETURN US THE WRONG PARTS, FILL IN THE *WRONG PART DRAFT*\* **CLEARLY MENTIONING THE REASON OF THE RETURN**

- ONLY AFTER OUR CONFIRMATION, YOU CAN SHIP OUT THE PARTS
- THE COST OF THE SHIPMENT IS AT OUR CHARGE

### **SEND US BACK PARTS YOU HAVE WRONGLY ORDERED**

BEFORE TO RETURN US THE WRONG PARTS, FILL IN THE *WRONG PART FORM*\* **CLEARLY MENTIONING THE REASON OF THE RETURN**

- AFTER OUR CONFIRMATION, YOU CAN SHIP OUT THE PARTS
- THE GOODS MUST BE SEND TO US ON PREPAID BASIS

\*: You can download the *CLAIM BACK FDRAFT*, the *REPARATION DRAFT* and the *WRONG PARTS RETURN DRAFT* from our web site at this link: [www.vibemac.com/en/services](http://www.vibemac.com/en/services). These Form could change anytime without notice from our side.