



REQUEST FOR REPAIR

All the fields of this form must be filled in to set the repair or replacement procedure in motion. Failure to fill in the mandatory fields and the description of the defect encountered (last sheet of this form) will prevent proceeding with the repair or replacement of the product and/or component.

CUSTOMER'S DATA						
Reseller **						
Company *						
Name and Surname *						
Address *					N° *	
City *				Province *	Zip Code *	
Telephone *			Mobile *	Fax *		
E-mail *						
VAT N° *						
Tax Number *						
BANK DETAILS						
Bank Name *				Branch*		
Coordinate Bancarie						
Country *	CIN EU *	CIN IT *	ABI *	CAB *	Account N°*	
Type / Model *			Serial Number *			
BRIEF DESCRIPTION OF FAULT (compile accurate description on the last page of the form) *						

ADDRESS FOR GOODS DESTINATION					
Facility *					
Address *					N° *
City *				Province *	Zip Code *
Telephone *			Mobile *		

(*) The Customer must fill in this information.

(**) This information should be filled in only if the product was not purchased directly from Ingeteam S.r.l. (in which case you must attach to the form the paid invoice/purchase receipt issued by the retailer, on the basis of which warranty validity will be verified).



CONDITIONS FOR SHIPPING PRODUCTS FOR REPAIR

The return of the product in for reparation must be carried out by contacting Carbon Fiber Heating S.r.l. in the following ways:

Calling the customer service at the following number +40 359 800 893 within 7 days of receipt of the product and / or component replaced to organize the return of the product and/or faulty component. The return of the product and/or component will be organized at the expense of Carbon Fiber Heating S.r.l.

After passing the deadline, the customer authorizes and gives mandate to Carbon Fiber Heating S.r.l. as of now to proceed to invoice him the product to the commercial conditions existing or failing that to the price list in force.

The return of the defective product and/or component has to be implemented by using the original packing of the product and/or of the component received. Please note that shipping damages caused by improper packaging will not be covered by warranty. The material must go with a Delivery Note with the quote "Return for Repair" as Purpose of transport.

If the flaw of the returned product and/or component is not covered by warranty, Carbon Fiber Heating S.r.l. will proceed with the repair of the item only after sending the Customer a reparation quotation that the client has return to Carbon Fiber Heating S.r.l. sign for acceptance. The Customer agrees to carry out the payment according to the commercial terms existing with Carbon Fiber Heating S.r.l. or in absence of these by bank transfer to be made immediately upon receipt of order confirmation. Only after this payment will Carbon Fiber Heating S.r.l. proceed with the actual reparation, with the issue of an invoice and with the dispatch of the repaired product.

In case of a non-acceptance of the reparation quotation within 7 days of its sending, the Customer authorizes and gives mandate to Carbon Fiber Heating S.r.l. as of now to proceed with the demolition and disposal of the asset received in for repair.

If on arrival in the factory the returned product and/or component should turn out to be in perfect functioning conditions, Ingeteam will invoice the costs deriving from the analysis and inspection tests carried out on the apparatus, plus shipping costs. The customer agrees to pay immediately the amount enclosed in the order confirmation. Only after this payment will Carbon Fiber Heating S.r.l. proceed with the issue of an invoice and with the dispatch of the product. In the event of a non-payment of the costs mentioned above and after 30 days from the order confirmation, the Client authorizes and gives mandate to Carbon Fiber Heating S.r.l. as of now to proceed with the demolition and disposal of the asset received in for repair.

PRIVACY: in compliance with the "Legislative Decree of the 30th June 2003, n. 196" governing the norms for the treatment of personal information and in protection of persons and other subjects - in the case in which you GIVE AFTERWARDS your consent - the information you provided may be processed, directly or by third parties. Moreover we notify the fulfilment of the obligations foreseen by the law, by regulations or EU directives. In particular to perform the complete fulfillment of all of the contractual obligations, also for the following purposes related to services and/or products additional to the subject of the contract and to their possible integration/evolution:

- performing statistic and market studies and research; delivering advertising and informative material; performing direct commercial or placing activities; delivering commercial information; delivering interactive commercial communications.

In the case you DO NOT GIVE AFTERWARDS your consent, the information provided will be treated exclusively for the purposes for which they are expressly foreseen.

The above-mentioned treatment may be performed by means of paper or computer and/or telematic supports even by third parties for whom the knowledge of your personal data is necessary or functional to operate on behalf of our Company; in any case, the treatment will be always performed in a way to ensure safety and confidentiality to your personal information.

In relation to the treatment of your personal information, you may exercise the rights foreseen by the "Italian Legislative Decree of the 30th June 2003, n. 196".

* Date(day) / (month) /(year)

* Customer's legible signature for acceptance

Pursuant to and in accordance with Article 1341 of the Civil Code the parties declare to have acknowledged, well understood and well acquainted and explicitly state to accept and approve the following clauses of this contract:

RETURN POLICY

MANUFACTURER'S FREE CONVENTIONAL/COMMERCIAL WARRANTY AND/OR LEGAL WARRANTY

- 1) Warranty period from Warranty Certificate attached to the product for component faults or production defects
2) Conditions and practice procedure of the warranty rights
3) Warranty conditions
4) Manufacturer's responsibility limits

LEGAL COMMERCIAL WARRANTY

- 1) 1 year warranty for products sold for entrepreneurial use or professional activity and for proper working
2) Conditions and practice procedure of the warranty rights
3) Warranty conditions
4) Manufacturer's responsibility limits

* Date(day) / (month) /(year)

*Legible acceptance signature of the customer

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MANUFACTURER'S FREE CONVENTIONAL/COMMERCIAL WARRANTY

Carbon Fiber Heating S.r.l. with head office at 53B Calea Borsului - 410605 Oradea (BH) Romania, guarantees that its own products are new and respect both, technical specification and quality regulation in force.

1) Warranty period

- a) Carbon Fiber Heating S.r.l. guarantees, for a period equal to that indicated in the Warranty Certificate attached to the product, starting with the date of customer purchase invoice/receipt indicating identifying serial number of the product, that its own products have no component or manufacture faults that could prevent the proper functioning in conditions of correct use, installation and maintenance (Manufacturer's free conventional/commercial warranty and/or Legal Warranty). The warranty rights may be exercised by the customer only and exclusively after presentation of the purchase invoice/receipt copy, indicating identification serial number of the product. If during validity period of this warranty the purchased product would not function properly, due to the component or manufacture faults, Carbon Fiber Heating S.r.l. commits to repair or replace the components or the faulty product, depending on the found defect. The decision of reparation or replacement of the damaged material will be taken in any case, exclusively, by Carbon Fiber Heating S.r.l. Warranty expiration date remains the same, even in conditions of product reparation or replacement during warranty period. Carbon Fiber Heating S.r.l. reserves itself the right to offer warranty extension, adequate to the different characteristics of the market or countries where it shall be operating. In this situation these type of extensions will be stipulated in the appropriate documents.
- b) Carbon Fiber Heating S.r.l. guarantees, for a period of 1 (one) year, starting with purchase invoice/receipt date, including product identifying serial number, for its own products sold for entrepreneurial activities and/or for their proper functioning in the lack of the defects for a protracted use (Commercial Legal Warranty). Customer shall exercise warranty rights only and exclusively after presentation of the purchase invoice/receipt copy, indicating the identification serial number of the product. If, in any moment, during the validity of warranty period the purchased product does not function properly, Carbon Fiber Heating S.r.l. commits to repair or to replace the faulty product, depending on the defect. The decision of reparation or replacement of the faulty material will be taken in any case exclusively by Carbon Fiber Heating S.r.l. Warranty expiration date will remain invariable, even if during warranty period, the product was replaced or repaired. Carbon Fiber Heating S.r.l. reserves itself the right to offer warranty extension, adequate to the different characteristics of the market or countries where it shall be operating. In this situation these type of extensions will be stipulated in the appropriate documents.

2) Conditions and practice procedure of the warranty rights

Warranty rights can be claimed during the warranty duration period. Eventual anomalies must be communicated promptly, after noticing. Eventual visible faults found during product reception must be communicated during a maximal term of 7 days starting with product delivery date, otherwise the warranty for the found faults will decay. Any customer or product user who wants to claim warranty rights established by this agreement must act in the following way:

- a) Send immediately to Carbon Fiber Heating S.r.l. the following documents: the first 3 (three) pages of the present module, filled and signed, also purchase invoice/receipt copy indicating serial number of the same product and the attestation module with product registration online.
- b) Once received the reclamation, containing all indicated documentation, Carbon Fiber Heating S.r.l. will proceed with its analysis and shall decide whether the necessary intervention is covered by warranty conditions described in this document, **and afterwards the customer will be informed on the procedures to be followed.**
- c) As for claims covered by warranty, Carbon Fiber Heating S.r.l. shall send the product and/or component which must be replaced.
 - I. The client shall return the damaged product and/or component using the original package of the received product and/or component.
 - II. The substitution of the product and/or component must be realized by qualified personnel. The costs of such activity will be charged to the client.
 - III. Product and/or component transportation costs will be charged entirely to Carbon Fiber Heating S.r.l.
 - IV. If the faulted product will not be returned, Carbon Fiber Heating S.r.l. will be authorized to invoice the sent product.
 - V. If the faulty product and/or component is not covered by warranty, Carbon Fiber Heating S.r.l. will be authorized to invoice the delivered product and/or component. Carbon Fiber Heating S.r.l. shall send to customer the quotation for faulty product and / or component reparation. The lack of acceptance of the quotation shall authorize Carbon Fiber Heating S.r.l. to scrap the product and/or component received.
 - VI. If the faulty product which results operational will authorize Carbon Fiber Heating S.r.l. to invoice the sustained costs for test operation, inspection and delivery.
- d) Carbon Fiber Heating S.r.l. commits to send the replaced product and/or component within five working days starting with the receiving date of the present module, signed by customer. In case the replacement needs more time, the customer will be informed of the reason indicating the new term.
- e) Carbon Fiber Heating S.r.l. reserves itself the right to deliver a different model of the product and/or component in order to cover the accepted warranty claim, if original model is out of production. All the substituted products and/or components will be property of Carbon Fiber Heating S.r.l.
- f) If the customer requests a qualified personnel intervention on site, the intervention costs and the personnel travel costs will be entirely charged to customer except other agreements with Carbon Fiber Heating S.r.l. and/or the dealer.
- g) If it shall be necessary the presence of technical personnel in the field, the client shall nominate a responsible which will facilitate a safety access of technical personnel authorized by Carbon Fiber Heating S.r.l., without delays, at the place of product location. The presence of a responsible nominated by the customer will be essential condition for service, as for the problem solvation it may be necessary the operation of other system components. Also the appointed person will ascertain the operation and the time spent by the personnel.
- h) In case of entire or partial lack of payment of the concerned product, warranty rights will be suspended and it shall not be possible to make any claim.

3) Warranty conditions

- a) Warranty conditions are exclusively those presented in "FREE CONVENTIONAL /COMMERCIAL WARRANTY" downloadable by accessing the site of www.thermaltt.com ("Download" - "Warranty" section).
- b) The products having identification serial number rigged or impossible to be correctly identified, will be excluded from warranty rights.
- c) The substituted product and/or component must be sent to Carbon Fiber Heating S.r.l. in original packing (the original packing means the packing of the product received in replacement). If not, the transport damage due to bad packaging will not be covered by warranty.
- d) It is excluded any other warranty claim, not described in this document.

For the faults mentioned previously, not covered by warranty, will be applied the official tariffs of Carbon Fiber Heating S.r.l.

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4) Manufacturer's responsibility limits

- a) Carbon Fiber Heating S.r.l. does not assume any responsibility in front of the customer, both directly or indirectly, in case of failure or delay in execution of its warranty obligations resulting from causes of major force or another incident, unexpected and independent from Thermal Technology's will.
- b) The responsibility of Carbon Fiber Heating S.r.l. deriving from the present Warranty Agreement shall be limited to the obligations expressed above. Remain excluded any responsibility for indirect damages not mentioned, the time and expenses it incurred to the customer, etc.
- c) Carbon Fiber Heating S.r.l. reserves itself the right to deliver a different model of product in order to respond to the warranty claims, for substitution or reparation, in case the original model is not produced anymore.
- d) The mentioned warranty limitations will be applied if they do not infringe legal dispositions in each country referring to product responsibility. In case, this happens to only some claims, only the claim in question will become null. All other dispositions will remain valid.