

WARRANTY CONDITIONS

FAD Assali guarantees its products against original defects in materials or workmanship. The warranty covers the value of the product, and not the labor needed for its substitution, travel and/or other expenses. Nevertheless, in case of products within the warranty term of validity, FAD Assali will accept to reimburse labor costs agreed with the FAD Customer. No warranty is granted if defect is due to improper use of the product.

For improper use of the product we mean :

- product subjected to overload
- product subjected to shock-accident
- product which is not properly maintained or stocked.

Moreover the warranty ceases in case the product is modified by the user or in case some parts are replaced with parts which are not original from FAD Assali.

FAD Assali guarantees its products for a period of 2 years to the end user.

In any case, expiry date of this guarantee will not be beyond 2 years from the date of production. The date of production is the date marked on the axle shield and not the date when the FAD Assali or suspension has been mounted or delivered to end customers .

CLAIM PROCEDURE

1) in case of breakdown on our products, please send us within next 12 hours from the claim following information :


- product type and code
- date of production
- date of delivery to end-user
- type of application and loads + speed (see Data Collection Form)
- description of breakdown
- E-Pictures

You'll be informed within 4 working day how to proceed. In none case unauthorized work or travel could be claimed if those haven't been previously agreed with our Quality Assistance dept. In case of missing or not enough information about the claimed product the Company Fad Assali have the right to refuse the claim.

2) you shall keep in stock the broken product for a period of max. 3 months, so that our personnel will have the possibility to check the product. In case we prefer to carry on inspection at our premises, we will inform you with instructions for shipment. After our inspection we will confirm you if the breakdown is due to original defect of the product. In that case we will apply our warranty, that is we will either replace the goods free of charge, or credit you the corresponding amount. After our inspection, you will be authorized to get rid of the product.

3) claims on products not within the warranty terms will not be taken into consideration

Thank you in advance for your cooperation

		<h2>CONCERN REPORT</h2>				Mod 17.4
						Data Mod 05/17
						Rev Mod 2
Documento	Data redazione	N° revisione	Redatto da	Approvato da	Archiviato da	Pagina documento
			CS	RSGQ	RSGQ	1 di 1

Type of concern	
Logistic concern (missing parts, quantity or code doesn't match with the invoiced one) <input type="checkbox"/>	Quality concern (faulty parts) <input type="checkbox"/>

**ATTENTION PLEASE :
THE FIELD MARKED IN RED ARE MANDATORY. IF THEY ARE NOT FILLED IN THE CLAIM CANNOT BE PROCESSED.**

Customer	Customer Quality report ref.	Quantity with problem	Quantity received
PICTURE OF AXLE PLATE (IF NOT PRESENT FILL THE PART INVOICE NR)	Invoice n°	Invoice date	Order type
			<input type="checkbox"/> Standard order <input type="checkbox"/> Samples

Not conformity description
What happened: Defect: When: Where: Customer request:

Photos / attached

Notes

Signature