

# REFLEXION ITALIA SRL

Sede Legale: Via Cadorna, 12 – 22100 Como

Sede Commerciale: Via Matteotti, 39 - 22012 Cernobbio (CO)

Tel. +39 031 242404 Fax. +39 031 3308819 - C.F. e P. IVA 03278240134

Numero REA CO-305721 - CONAI 12719163 - RAEE IT 11030000007101



## RETURN PROCEDURES

### RETURN OF DEFECTIVE PRODUCTS

By “ divergence of the quality of the delivered goods from the agreed quality” we understand products which do not meet the requirements of the applicable directives.

Please contact us at [logistica@reflexionlight.it](mailto:logistica@reflexionlight.it) to organize the return shipment and prepare the materials for the delivery. The customer shall have an unrestricted right of return within 7 days of receipt of the product, i.e. he may revoke his declaration of intent to place the order.

Non-compliance with this lead time by the vendor may in no way result in compensation for damages.

### RETURNING MALFUNCTIONING PRODUCTS

- 1) In the event of faults or assumed or evident device malfunctions do not hesitate to contact us at: [assistenza@reflexionlight.it](mailto:assistenza@reflexionlight.it)
- 2) After establishing a product which is delivered faulty by the supplier, the customer may make claims under the guarantee only if he provides the following information :
  - The date on the warranty certificate and the submission of the bill
  - A detailed problem description
  - Specifying the relevant working hours for the system
- 3) Serial number
- 4) Testing of products:

Please agree on the number of returned defective goods depending on the type of defect at [assistenza@reflexionlight.it](mailto:assistenza@reflexionlight.it)

Afterwards we will thoroughly check and control the products, , identify if damages are the result of a malfunction of the product or if a malfunction of the products is due to improper use, mistreatment, an accident or improper handling of the installation.

If Reflexion recognizes, that the product is faulty, defective parts will be replaced.

Otherwise, after having determined that the product has been misused, abused, or altered, after prior written notification no return or exchange of goods delivered according to contract is admissible.

**(in the test time goods may not be exchanged, unless specified otherwise)**

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## REPAIRING OF RETURNED GOODS

By that we mean those products which are excluded from any warranty but need a replacement of defective parts for a successful start of operations.

A new quotation will be submitted: this will be approved in advance by the customer and is considered to be a new order.

For repair service of the product please write to us at: [assistenza@reflexionlight.it](mailto:assistenza@reflexionlight.it).

*Sales Management Reflexion Italia Srl*