

Repairs

1 REPAIR SERVICE CONDITIONS

- 1.1 Asem will execute the repair service only in its head office in Artegna (UD) via Buia, 4.
- 1.2 The repairs referred to products/systems under warranty are made under the conditions set out in Article 8 "Warranty" of the specific document named "General Conditions of Sale and Guarantee ASEM S.r.l.". All repairs managed outside the warranty period are in charge of the Customer.
- 1.3 Repairs charged to the customer will be executed upon receipt of a written order. Therefore, verbal requests or orders will not be accepted. ASEM, upon receipt of the request for repair, will issue an estimate cost for the intervention. The cost for an estimate issuance is € 30,00 (+VAT). In case of repair order confirmation by the customer, the costs regarding the estimate issuance will be cancelled. The time validity of the estimate will be indicated in the estimate itself.
- 1.4 In case of failure to confirm the order for repair within one month from the date of the estimate issuance, the unrepaired product/system will be given back and all transportation expenses will be charged to the customer.
- 1.5 If during the repair other faults should arise with respect to what was previously diagnosed, ASEM has the right to suspend the repair and to proceed only upon receipt of a new written order by the Customer.
- 1.6 The repair activity is in any case subject to the availability of spare parts.
- 1.7 The components of the products/systems subject to repair and/or replacement are guaranteed for the remaining original warranty period of the products/systems themselves or, in any case, for no less than 12 months from the date of return of the repaired product/system.
- 1.8 ASEM declines any liability for the files/programs contained in the mass memories present in the product/system sent for repair by the Customer.
- 1.9 In case the products/systems to be repaired are not collected within two months from the communication of completed repair or are refused upon receiving, ASEM has the right to dispose of the repaired goods, including the right to destroy the products themselves.
- 1.10 In case of failure to meet the payment for the supply of products/systems and/or services by the Customer ASEM has the right to hold the goods object of the repair, property of the Customer, at its head office.
- 1.11 Repair will be executed by ASEM only according to the terms described in these conditions. Any other condition will not be accepted.

2 OPERATIVE MODES FOR SENDING THE PRODUCTS/SYSTEMS TO REPARATION

- 2.1 Before sending the products/systems to be repaired by ASEM, the Customer must request the return code (RMA) from the ASEM Help Desk service. This code can be requested via telephone at the number +39 0432967.250 with the following hours: Monday through Friday from 9.00 to 12.30 and from 14.00 to 17.30. Moreover, the RMA code may be requested via fax (at the number +39 0432967.465) or via e-mail at the address suptec@asem.it;

The Customer, after supplying the correct Username and Password, may request the RMA code autonomously accessing the Website in the "Help Desk Online" section and filling in the appropriate form. The "Help Desk Online" site is accessible using the "Technical Support" section present on the website www.asem.it.

If the Customer should not have the password for accessing the "Help Desk Online" website, he may request it via e-mail at the address suptec@asem.it or call the number +39 0432967.250

In order to obtain the RMA code the following information must be supplied:
 - a. Company name in full including address, telephone number and name of the person to contact.
 - b. Serial Number of the product/system (13 capital alphanumeric characters beginning with "0" (zero) for example "0A1PT70100001"; in case of shipment of a component the serial number of the product/system onto which the component was installed must be reported.
 - c. Detail description of defect/failure found.
- 2.2 The product/system shall be sent only to the head office of ASEM S.r.l. in via Buia, 4 - 33011 - Artegna (UD) - Italy
The product/system object of the repair, shall be accompanied by a suitable transportation document, reporting the reason: "return for repair" and the RMA code.
- 2.3 Transportation costs for guaranteed product/system:
 - The transportation costs for the shipment of the product/system to be repaired are to be charged to the customer;
 - The transportation costs for the shipment of the repaired product/system to customer are to be charged to ASEM;
- 2.4 Transportation costs for products/systems outside the warranty are to be charged in full to the customer

3 JURISDICTION AND COMPETENT COURT

- 3.1 Any controversy inherent to these repair service conditions is regulated and subject to current Italian regulations and the Customer agrees and accepts the Udine Justice Court as the exclusive competent one.