

MASCHIO / GASPARDO

DEALERS' WARRANTY CLAIM PROCEDURE

In order to comply with the Maschio Gaspardo Machinery Warranty Policy the dealer/retailer shall conform to the following claim submitting procedure:

- a) Check the retail date, it shall be within a year from the invoice date to the end user
- b) Define the type of damage and its cause that might be:
 - 1) Defect in material and workmanship (**covered by warranty policy**)
 - 2) Misuse, accident, lack of proper maintenance or care, improper repair, use of non genuine parts for replacement, alteration or modifications not approved in writing by Maschio Gaspardo S.p.A., wear and deterioration related to normal use of the product (**excluded from warranty policy coverage**)

If the cause of damage is the defect in material and workmanship the warranty claim procedure that the claimer has to comply with is the following:

- 1) The Warranty Claim shall be submitted through the proper form (SGQ48) within and not later than 15 days from the date of damage detection. The form shall be duly filled in by claimer in all its sections, otherwise the claim is void.
- 2) Photographs shall be attached to the claim to prove the type and entity of the damage.
- 3) **NO** orders for spare parts shall be sent by claimer to MASCHIO GASPARDO parts dept. The claim form shall be enough to activate the urgent shipment of required parts.
- 4) If the end user urgently needs parts for the repair and the dealer has them in stock, the dealer may supply him immediately the genuine parts;

Maschio Gaspardo will then supply the dealer the same parts, free of charge (if warranty claim is accepted). In case of specific agreement between MG and claimer, the latter may invoice MG (upon prior written approval by MG) for the replacement parts provided that the claim has been accepted by MG. On the other hand Maschio Gaspardo S.p.A. (MG) will proceed as follows in order to give the proper feedback to the claimer:

a) Once warranty claim is received, MG will check its validity basing on the information provided by claimer in the duly filled in form and attachments (photographs, reports) and will confirm in writing if the claim has been fully accepted, or partially accepted, or rejected.

b) Parts to supply might be handled by MG in two different ways:

1) Parts are supplied and invoiced before that defective parts are returned by claimer for inspection: MG uses this method when major time is needed to better evaluate the doubtful claims. The claimer shall send back the defective parts within and not later than 60 calendar days from supplier 's replacement parts invoice date. After the inspection of defective parts, MG will confirm in writing whether claim been fully accepted, or partially accepted, or rejected. If accepted or partially accepted, MG will issue a credit note in favour of the claimer within and not later than 30 days from defective parts reception date.

2) Parts are supplied free of charge:

MG uses this method when claims are clear and no defective parts are needed for inspection, yet it may be that MG requests the claimer to keep them in stock for a certain period to allow a an inspection on occasion of a visit by MG's staff

Remarks:

- Labour costs and any other expense related to repair will not be refunded by MG
- Parts supply by MG shall be on ex-works basis (Incoterms 2000)