

RETURNED GOODS PROCEDURE

Except for the legal obligation of the customer to notify the returned goods by a reasonable deadline, the customer has to communicate to PAVARINI COMPONENTS SRL any kind of compliance to the contract or any material defect no later than a year after the effective goods delivery.

This communication has to be done in a written way and directly to PAVARINI COMPONENTS SRL and it has to be precise, so that PAVARINI COMPONENTS SRL will be able to adopt any remedy without further surveys at the customer's warehouse and to assure complaints to suppliers.

Sales department does not have the authorization to accept returned goods at PAVARINI COMPONENTS SRL warehouse or declarations about noncompliance with the contract or items without a written authorization from PAVARINI COMPONENTS SRL.

The customer can count on the possibilities given by the current General Sales Conditions. The customer does not have any further rights or claims, and it does not have any credit of non-contractual nature.

The goods returned because of reasons that cannot be attributed to our management will be collected with a cost of 20% of the goods price.

Special items and articles ordered for a specific customer can not be returned, unless the customer is authorized by the Sales or Quality Department.

How to return goods:

1. The customer has to communicate the necessity to send back the items directly to the correct area of the Sales Department, stating the delivery note's number, quantity and item codes to be sent back.
2. The Sales Department of the PAVARINI COMPONENTS SRL will send the authorization per fax or email within 48 hours from the receipt of the request, if this is a reasonable one.
3. The customer has to assure that the items are in the same conditions of the ones received, and that they are packed in a way to prevent any damage during the transport.
The goods will be sent back together with a copy of the authorization and its delivery note, stating the number of pallets.
Otherwise the goods will not be accepted.