



WARRANTY / Conditions and Procedures.

Eventual manufacturing, repair or material defect, which should be found, will be taken into consideration after being admitted by our technical office and only within a period of 12 months.

Pieces will be not recognised as warranties in the following cases:

- pieces that are not of General Ricambi production;
- pieces tampered or incomplete;
- pieces for which the defect is not indicated;
- pieces never assembled for which is not indicated any defect;
- pieces that go over the warranty period (for this reason is very important the date of the first installation);
- pieces that are not conform for the wrong installation of the operator;
- pieces on which has been made an external work (i.e. replacement of some components, repairs....). Warranty terms do not cover interventions on our products by third parties.

Our liability only concerns the replacement of the warranties admitted by us, and it does not include any reimbursement or indemnity for the time the vehicle is stopped and any other consequence of any nature (accidents, damages to people and/or things).

Our liability includes no contribution for expenses and cannot entitle the customer to cancel an order on hand. The parts received as warranties and accepted by us, will not be returned to the customer.

Normally General Ricambi receives the pieces in warranty with the same shipment of cores return, packed separately from the cores (it has to be indicated on the box/pallet), or with separate delivery. It's important to have a written notification on any delivery directed to us.

The goods have to be sent with a list in which is clearly written for every item, GR ref.no. and the defect. This indication will help our technicians to focus on it, to find the causes of the damage, and to improve the quality of the product.

The Quality Dept. provides to check the pieces received one by one, at 100%. This is possible thanks to the good cooperation of the customer (see above).

Normally in 5/7 working days the Sales Dept. send to the customer the list of the pieces found, accepted as warranties, that will be replaced with the next order.

The pieces that are not from GR production or not accepted as claims will be sent back to the customer with the next order.

In case that the customer needs a specific technical report about a specific item he's sending back, he has to provide to indicate this request both on his list of warranties and on the same piece.

The Technical Manager will issue the technical report in 10 working days.

In case that this item is recognized as warranty, it will not be returned.

The customer will discuss about this matter directly with the Sales Manager.