

Dear Customer

Subject: Handling of returns and claims

NUOVA FIMA introduced a new procedure for the returns and claims handling in order to offer a more efficient service and after sales assistance to its customers.

The above mentioned procedure is also available in our website www.nuovafima.com in the section "Services" ([link](#)) where you can also find our "Supply general conditions" and our "Warranty conditions".

GENERAL PROCEDURE

Before proceeding to return a product, no matter which are the reasons, it is necessary to fill in the form called "RETURN AUTHORIZATION AND PRODUCTS CLAIM" directly from our website ([link](#)). After that you will receive an e-mail containing a return code that will have to appear on any document following and concerning the returned product.

Our stock department will not accept products coming without the authorization code.

The same form can be used in case of claims or for any simple question or enquiry about our products.

After receiving a returned product the Customer Care examines the product and informs you about the results and about what to do in order to close the file. In the event that the products are no longer under guarantee the Customer care asks for your approval.

If we won't receive your approval within 15 days from the shipment date the instruments will be returned without being repaired at your expenses.

Below we describe the operating procedures adopted in each case after the returned product examination by Nuova Fima:

a. Repair of products considered as under guarantee

- NUOVA FIMA is responsible for the Instrument's shipping and repair costs
- in case Nuova Fima does not find any difformity or the guarantee is not accepted or the malfunction is caused by a wrong use of the instrument ,conditions at point B will be applied.

b. Repair of the products considered NOT UNDER GUARANTEE

- The customer will be responsible for the costs regarding the repairs and the shipment;
- in the event that NUOVA FIMA does not find any defect the supplier will be responsible for the shipment costs and for a flat rate amount of €25 concerning the file management.

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c. Returned products against Nuova Fima mistake

- NUOVA FIMA will be responsible of the shipment costs;
- products properly packed and untouched will be refunded at 100% of the amount paid;

When we receive a claim we'll see to it to examine the information we have and if necessary, to ask you further details or/and to send us the defected products for an examination. After having completed our evaluations we inform you about our conclusions and about the possible solutions of the problem.

On the contrary, if you desire to inform us about situations in which you have been involved or that you think they are likely to cause a problem they will be kept into consideration in order to adopt any necessary measure.

Thanks also to your collaboration our service and assistance will be faster and more satisfactory.

We thank you in advance for your collaboration
Best regards