



FACEM S.p.A.

www.trespade.it

Cap. Soc. 500.000 € i.e. – REA TO 151967
PARTITA IVA / Codice Fiscale / Iscrizione
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WARRANTY TERMS AND POLICY

ENGLISH

FACEM S.p.A. is a European stock company, therefore its warranty policy falls within the prescriptions of the relevant European laws and regulations.

A manufacturer is responsible for any manufacturing defect/non-conformity in terms of both, product functioning or aesthetical appearance, for the duration of one year from the date of supply of the goods/date of issue of its commercial invoice to the importer; the Importer or Dealer shall grant to Customers (normally end users) a warranty lasting same period, i.e. one year from the commercial invoice date or from the date printed onto the receipt ticket (= proof of purchase).

Procedure in case of warranty/quality claims:

Here please find the information which **FACEM Spa must mandatorily receive from its Importers**, in order to open either a warranty or a quality claim file:

1. item number of the product (for products manufactured after 01/01/2017 the complete serial number (S/N) includes the item number, therefore the latter can be omitted) ;
2. serial number of the product (to be found on a white sticker indicating the product in an alphanumeric and barcode form. On *Electric meat mincers and Tomato squeezer* it is placed under the base – on *Vacuum sealers*, the silver label is placed under the machine - on *Atacama food dehydrator*, it is placed at the bottom of the heater fan - on *sausage fillers*, it is placed in the inner part of the side, under the gearblock -);
3. proof of purchase: copy of the invoice or copy of the receipt ticket (in case the claim is raised by a private end-user);
4. short but clear description of the problem encountered (and previous repair actions carried on by your service department, if any);
5. picture(s) of the product evidencing the aesthetical defect/damage or a short video evidencing its failed/incomplete operating process.

As per FACEM warranty policy, in case a new product - provided that it is used in full compliance with the USERS MANUAL indications - shows any defect/non-conformity affecting either its aesthetical appearance or its operation, this may lead our Quality/R&D Departments to proceed by authorising the Importer to proceed to the repair of the product (where possible) within its service department or, in worst cases i.e. after receiving all information as per above, mandatory points 1-5 and findings remarked do not allow a different solution of the problem:

- to proceed to its replacement on free of charge basis for the end user. FACEM Spa will then refund the Importer by supplying the spare parts used or the new product unit (according to the case);
- In very particular cases, FACEM Spa may ask its Importer to return to the factory the product subject to a claim, in order to have it checked by the Quality Department. Once received, the product may be either repaired or replaced and sent back to the Importer at FACEM charge.

IMPORTANT NOTE to be notified to end users prior to the return of goods to our Quality Department:

In the event the product results defective due to improper handling and/or misuse - and any other causes excluding the validity of our warranty terms - all cost for repairs/replacement, return transport included, will be at end users charge. It comes that this last case is valid also in case the Importer itself performs repairs/replacements/transport handling on products not falling within warranty terms. We always recommend our Importers to keep a reasonable stock of primary spare parts, in order to face any request from end users or to be able to promptly proceed to products repairs.

In no cases FACEM Spa will proceed by crediting any partial/total amount to cover claims for ascertained product defects.

Transport damages

FACEM Spa foresees either "ex-works our factory" or "FCA our warehouse" delivery terms: Importers are kindly invited to carefully check the status of received goods at the time these are delivered to their warehouse, in order to be prompt to open a claim for transport damages - if the case - as these fall within the responsibility of the Forwarder and not on FACEM Spa.

We invite you to carefully follow the above procedures in order to be very precise and clear in the unlucky event we shall manage and solve a warranty/quality claim on Tre Spade products.

Torino, 01/01/2018

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