



Gruppo Argentini

GUIDELINES FOR NON-COMPLIANCE MANAGEMENT

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1. GENERAL INDICATIONS

- The Italy/Foreign Sales Office based in Rivale di Pianiga (VE) – Phone: +39 041 469484 (from Monday to Friday 8.00-12.30 / 14.00-18.00) is responsible for the ‘non-compliances’
- Eventual products to be returned as ‘non-compliant’, prior authorization of the competent office, must be returned with a proper Document Of Transport filled as follows:

HEADING OF DOCUMENTS

GA EREDI SAS
Via Bosco 13
30030 – Rivale di Pianiga (VE)
Italy

DESTINATION OF GOODS

GA EREDI SAS
Via Rivale 10/A
30036 – Santa Maria di Sala (VE)
Italy

- The reporting of the ‘non-compliance’ must be sent by e-mail to the following e-mail address: export@lanuovaera.com together with the following indications:
 - a) Type of ‘non-compliance’ (defect in product/component; wrong delivery, damaged goods, other)
 - b) Description of the defect found
 - c) Reference to the documents issued (Document of Transport; Invoice, date, etc.)
 - d) Code of the article and quantity involved in the ‘non-compliance’
 - e) Indicate if the ‘non-compliance’ refers to a product under warranty

NB: the warranty period is indicated in the general sales conditions

2. NON-COMPLIANT PRODUCTS, UNDER WARRANTY

- Once the non-compliance reporting is done, the competent office will fill out the formal complaint and will forward the practice to the competent departments;
- At the latest within 3 working days from the date of the receipt of the non-compliance communication, the customer will be contacted and will receive the instructions about the procedure to be used for the solution of the problem;





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- The defective parts will be replaced as soon as possible;
- GA EREDI SAS will communicate if the defective parts must be send back or can be dispose of;
- The shipment costs of the replaced parts will be borne by GA EREDI SAS.

3. NON-COMPLIANT PRODUCTS, OUT OF WARRANTY

- The management of the non-compliant products out of warranty will be the same as written in the previous paragraph but with the charge to the customer of the replaced parts, at the cost indicated in the Spare Parts Price List, and the charge of the shipping costs as well

4. NON-COMPLIANCE IN DELIVERY

- Missing or exceeding material with reference to what it is written in the Document of Transport;**
- Material different from what it is written in the Document of Transport;**
- Material different from what it is written in the Customer Order/Order Confirmation;**
- Damaged material.**

- The non-compliance in delivery reporting must be done within 8 days from the date of reception of material indicating the type of non-compliance (a – b – c – d).
- At the latest within 3 working days from the date of the receipt of the non-compliance communication, the customer will be contacted and will receive the instructions about the procedure to be used for the solution of the problem.
- The reporting about damaged material (d) must be accompanied by the delivery document where the customers must indicate the report of the damage found or must be accompanied by the related photographic documentation.
- The management of non-compliance will happen with costs borne by GA EREDI SAS (if the non-compliance is due to the Company) or with costs borne by the Customer (if the non-compliance is due to the Customer).

5. CONCLUSIONS

On receipt of the non-compliance reporting, the competent office provides to fill the application form and to protocol the reporting with a sequence number that, properly notified to the customer, will be used during the management of the procedure.

That number must always be mentioned in all the documents issued with reference to that complaint.

The goods concerning the non-compliance, if specifically required, must be sent back to GA EREDI SAS.

9 aprile 2018

GA EREDI SAS
(Gestione Controllo di Qualità)

