

Technical Information Bulletin

Date: 16.01.2016

Concerning: Limited warranty & returned goods procedure

Dear Customer,

At the end of last year we have introduced considerable changes in some of our product ranges as far as accessories and warranties are concerned. We have therefore worked out a new "Customer Complaint Procedure" and updated our Limited warranty & Returned goods procedure.

We are confident that the new Customer Complaint Procedure will offer several advantages to our customers:

- clear overview of warranties for each product/component;
- clear outline of information that is needed to process a complaint;
- reduced process time of a complaint;
- prevention of unnecessary return of defective products/components.

In attachment you will find the following documents:

- Guidelines for Customer Complaint Procedure
 - Introduction with the advantages
 - Procedure for filing & processing a Customer Complaint
 - Required information on the **Customer Complaint Form** with warranty of components
- Updated Customer Complaint Form = CCF
 - More options
 - Clarified
- Updated Limited warranty & returned goods policy
 - Differentiation between ranges
 - Electronic board and transformer warranty has been extended

Please do not hesitate to contact us if you need any additional information on this topic.



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