

# RETURN AND WARRANTY FORM

For Return, Warranty, Defect or Order Cancellation requests

## IMPORTANT WARNINGS

- This request must be **filled out in its entirety and sent by email to: [gestione.resi@aircontrolclima.it](mailto:gestione.resi@aircontrolclima.it)**, with the relevant sales representative in CC, within the expected timeframes (e.g. within 8 days for reports of discrepancies; within 3 days for order cancellations).
- In the **absence of this accepted request**, attached to the sales document, the **material will be returned** to the sender. Returned products must be intact, in their original packaging, and appropriately packaged.
- In the event of orders **not formally cancelled** within 3 days, the material will be **invoiced within the terms set out in the order confirmation**.

COMPANY NAME	
ADDRESS	
TELEPHONE	
E-MAIL	
REFERENCE MR./MRS.	

DATA

## ORDER AND PRODUCT REFERENCES :

PRODUCT CODE	PRODUCT DESCRIPTION	QTY	MATRICALE (barcode – NS)	VERSION (V)

ORDER N°		DDT N°		DDT DATA	
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## TYPE AND REASON FOR THE REPORT / RETURN / CANCELLATION

- ☐ Return for Incorrect Order – request for return of goods received but incorrectly ordered
- ☐ Return for Warranty Replacement (material defect)
- ☐ Reporting of Delivery Discrepancies (e.g. type and/or quantity of items received differing from the order confirmation)
- ☐ Order Cancellation Request

**BRIEF DESCRIPTION (Mandatory)** – indicate reason/circumstances, total or partial cancellation, etc.):

## ATTACHED DOCUMENTATION (MANDATORY IN CASE OF NON-CONFORMITY REPORT OR WARRANTY RETURN)

- ☐ Photo of the damaged package   ☐ Photo of the courier's label   ☐ Photos of the defective/non-compliant products

## RESERVED FOR AIR CONTROL

CUSTOMER STAMP AND SIGNATURE

- ☐ ACCEPTED   ☐ NOT ACCEPTED

Signature \_\_\_\_\_ Notes: \_\_\_\_\_

## PLEASE NOTE – IMPORTANT

We invite you to check and read the "General Conditions for the Management of Returns, Cancellations and Reports" attached to this form (see next page).

By submitting this form, you agree to the full and unconditional acceptance of the above-mentioned general conditions. The Customer is required to read them carefully before proceeding with the shipment.

## GENERAL CONDITIONS FOR RETURNS, CANCELLATIONS AND REPORTS

These conditions apply to all requests for: returns of goods, replacements under warranty, reporting of defects and order cancellations.

This form must be completed in its entirety and sent by email to: [gestione.resi@aircontrolclima.it](mailto:gestione.resi@aircontrolclima.it), with the sales representative in the CC.

### 1. Terms of Submission of the Request

- The terms for sending requests for order cancellation, return, or notification of non-conformity are:
  - within 3 (three) working days from receipt of the order confirmation for order cancellation requests;
  - within 8 (eight) days of receiving the goods for reports of non-conformities (transport damage, delivery errors, incorrect items, incorrect quantities, etc.);
  - within 12 (twelve) months from the date of the delivery note for return requests due to incorrect orders.
- Without prior written authorization from AIR CONTROL, it will not be possible to proceed with: returns of goods, warranty replacements, or order cancellations. In the absence of this accepted request, attached to the sales document, the material will be returned to the sender.
- Returned goods must be: accompanied by a return authorization attached to the delivery note; intact, complete with original packaging; and adequately packaged to avoid damage during transport.

### 2. Return and Cancellation Restrictions: Configured Products

Returns or cancellations are not permitted for any products made, ordered, or configured to the Customer's specific request. This category includes: PRODUCTS MADE IN NON-STANDARD PAL • MICRO-PERFORATED DUCTS AND ACCESSORIES • SPIRO DUCTS AND ACCESSORIES • NON-STANDARD VMC ACCESSORIES (TERMINALS AND GRILLES, EPP PIPE, D90 CORRUGATED PIPES AND ACCESSORIES, OVAL CORRUGATED PIPES AND ACCESSORIES, INSULATING SHEATHS, FLOW REGULATORS, ROUND/FLAT DIFFUSERS) • NON-STOCK VENTILATIONS, GRILLES AND DIFFUSERS MADE TO SPECIFIC REQUEST (NON-STANDARD SIZES) • NON-STOCK VENTILATIONS, GRILLES AND DIFFUSERS MADE TO SPECIFIC REQUEST (MODEL BQF, BQSFM, GMA, GMA60, GTA, GA1, GRI50, GCP, GRP, SC, CT, DU, DUC, DLN, DCA, DEE, DCG) • REGULATION AND CALIBRATION DAMPERS (EXCLUDING KOOLNOVA) • SILENCERS • FIRE DAMPERS • VMC MACHINES WITH REFRIGERATION CIRCUIT • COOLING AND HEATING BATTERIES

### 3. Reports of non-conformity upon delivery

- Upon delivery, the Customer is required to carefully check the packaging and goods.
- Any discrepancies found must be noted on the transport document (DDT), specifically indicating the problem (e.g. damaged packaging, missing packages).
- Generic reservations such as "subject to verification" will not be considered valid.
- All discrepancies must be formally communicated within 8 (eight) days of receipt of the goods.
- Any complaints after this deadline will not be taken into consideration.

### 3. Economic conditions for returns (wrong order)

- Shipping costs are always fully borne by the Customer.
- For returns exceeding €100 (net return): a handling fee equal to 30% of the net value of the returned product will be applied.
- For returns of an amount equal to or less than €100 (net return): a fixed handling fee of €40.
- It is possible, by prior agreement, to offset the value of the return by issuing a new order of the same net value, generally in a 1:3 ratio (e.g.: return €100 → new order €300).
- Returns cannot be accepted after 12 months from the date of the original delivery note.
- Returns will not be accepted for customers who have received special discounts on obsolete material, unless explicitly authorized by the Sales Department.

### 4. Return under Warranty

- AIR CONTROL guarantees to the Customer that the Products sold comply with EU regulations and are free from defects in materials and/or workmanship for a period of 24 months from the delivery date indicated on the delivery note. The warranty covers only original defects in materials or workmanship attributable to AIR CONTROL.
- The Product warranty applies exclusively to defects attributable to the Supplier and will **in no case** apply to defects caused by: unsuitable transport and/or storage • modification of the Product • negligent or improper use of the Product and in any case not compliant with what is specified in the instructions and/or installation, use and maintenance manuals, where applicable • failure to comply with the Product's technical specifications in use or maintenance • repairs or modifications made by the Customer or third parties, without the prior written authorization of the Supplier • anomalies caused by and/or connected to parts assembled/added directly by the Customer • lack of or inadequate maintenance • anything else not attributable to original defects in the material or production.
- If the warranty conditions are met, AIR CONTROL may replace or repair the supplied Product at its own expense (including shipping costs to the Customer's premises); or, alternatively, refund the Customer the price of the Product by issuing a specific credit note.**
- In the event that it has been agreed that the Customer must previously return the goods to the AIR CONTROL headquarters, and such goods are actually defective and returned correctly, AIR CONTROL will deliver or ship the replacement material under warranty using the "replacement account" formula.
- However, if the parties agree to replace under warranty any material not yet received or verified at AIR CONTROL, the new shipment will be shipped with a proper transport document (DDT) and related invoice. The defective material must be returned to AIR CONTROL within 15 (fifteen) days of the date of the aforementioned DDT. Only in this case, and after verifying the actual defect and integrity of the returned material, will a credit note be issued for the full amount of the invoice already issued. AIR CONTROL will be responsible for collection of the defective material, subject to the Customer notifying the availability of the goods for collection. After 15 days have elapsed without returning the material, the return will no longer be accepted and the related invoice must be paid regularly, according to the standard terms and conditions of sale in force. Air Control reserves the right to request or refuse the return of defective or presumed defective components; until written notification from the aforementioned company has been received, the customer is required to properly store such products.

- Our courier will collect the order from the location specified on the form. If there are errors in the form or changes to the location of the product to be collected, not promptly communicated, you will be charged shipping costs plus handling.
- Returned products will be analyzed and tested by Air Control; if no defects are found, shipping costs (to be quantified) and diagnostic costs (\*see price list in the table below) will be charged. The products will be returned to the address indicated above, with shipping costs entirely at the customer's expense.
- If during the tests Air Control finds that the defect presented, for which the verification was requested, was due to:
  - negligence or carelessness in use due to failure to follow the instructions for operating the system;
  - incorrect installation;
  - external causes, caused by poor power supply, voltage or frequency variations;
  - voltage fluctuations or in any case dependent on the electricity supply network;
  - natural events such as lightning, floods, etc.;
  - circumstances which however cannot be traced back to manufacturing defects of the product.
 Shipping costs (to be quantified) and diagnosis costs (\*see price list indicated in the table) will be charged.

The products will be returned to the address indicated above and shipping costs will be entirely borne by the customer.

**\*Price list: (the prices indicated are NET and are considered for each single component shipped that will be diagnosed)**

Air Quality Sanitization and/or Monitoring Devices	€20.00 + VAT each.
Zoning systems	€40.00 + VAT each.
Controlled Mechanical Ventilation Unit (for residential use)	€100.00 + VAT each.
Controlled mechanical ventilation and/or dehumidification unit (for residential use)	€150.00 + VAT each.
Controlled mechanical ventilation and/or dehumidification unit (for commercial/tertiary use)	Contact your local qualified Air Control service center ( <a href="http://www.aircontrolclima.it">www.aircontrolclima.it</a> )