



WARRANTY CONDITIONS

Our warranty covers all equipment against any manufacturing or material fault, in normal usage and service.

This warranty covers equipment for the period specified by the manufacturer from the date following purchase, and applies to equipment installed and being operated according to the manufacturer's instructions.

Defects arising from the following are excluded from the warranty:

- incorrect use
- accident
- application of abrasive products
- non-compliant installation
- application of corrosive products
- affect of chemical products
- normal wear
- negligence
- major force
- failure of maintainance
- any changes to normal usage procedure

In the event that the equipment delivered by us is discovered to be defective within 12 months of purchase, we undertake to repair the equipment returned free of charge to our factory or authorised reseller, with the purchase invoice.

If the equipment has manufacturing faults, it will be replaced or repaired then reshipped free of charge. If, however, no manufacturing fault is noted, the repair costs and transportation costs shall be borne by the client.

This warranty does not cover loss of use and no damages or compensation will be taken into consideration.

For all warranty claims, please complete the form on next page :

- Indicate your company name, contact details, as well as those of the user.
- Indicate the type, trademark, serial number and year of manufacture, as well as the hours of operation if the machine has a counter.
- Detail the problem encountered.
- Attach photos of defective parts.
- Attach a copy of the proof of purchase from the user.
- Attach a copy of the proof of maintenance.
- Attach your quotation for the estimated labour and the parts necessary for the repair.
- Send all these documents by email to our Customer Service : **customer.service@mixersrl.com**.
- Wait for a response from the After Sales Service, which will issue, according to its assessment, either full, partial or refused acceptance of the warranty claim.
- Once approval is received, and if the repair is accepted, draw up an invoice for the labour. The parts will be sent for free.

PLEASE BE AWARE THAT WE DO NOT TAKE RESPONSIBILITY FOR THE TRANSPORTATION, HIRE OR LOAN OF EQUIPMENT.



WARRANTY CLAIM

Distributor name:

Telephone:

User name:

E-mail:

Type of equipment:

Serial number:

Model:

Hours of operation:

Year of manufacture:

Problem noted*:
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- Photos of the defective parts Yes No
- Copy of proof of purchase*
- Copy of proof of maintenance*
- Quotation for the labour*
- Have you already changed the parts? Yes No

Date:

Signature:

*mandatory elements in order for your claim to be considered.

For all warranty claims, it is imperative that a copy of the invoice issued to the end client with the serial number detailed on the invoice is enclosed.

Send the elements to our Customer Service : customer.service@mixersrl.com

SECTION RESERVED FOR MIXER AFTER-SALES SERVICE

Repair approved: Partial Total Repair refused

Date:

Mixer signature: