

WARRANTEE PROCEDURE FROMM Wrapping Systems S.r.l.

Claimrequest to:

Mail: service@fromm-stretch.com

or

Fax: 0039 045 205 7373

or

Call ☎: 0039 045 205 7312

Info required:

Date	
Part number	
Machine type	
Serial number of the machine	
Invoice date	
Invoice number	
Your E-mail address / Your fax number	
By FROMM Wrapping Systems S.r.l.	Return via E-mail or Fax
Claimnumber:	

With above information, we can decide to allow warrantee and send you a new part,
or we could decide that we would like to give a closer look to the broken part.

If we require the part for research, you are kindly requested to follow below procedure.

Copy & Paste above table / list in your E-mail and fill out:

Send us the broken part with full explanation of the problem.

We will investigate the reason for breakdown, eventual repair costs, and / or replacement under warrantee.

Send the part with delivery-document and given claim-number to:

FROMM Wrapping Systems S.r.l.

Viale del Lavoro, 21

37013 Caprino V.se (VR) ITALY

Att. Mr. Andrea Servisi

WARRANTEE PROCEDURE FROMM Wrapping Systems S.r.l.

IMPORTANT NOTES

1)	We give one claim number per part. (When you have more parts which you want to claim, you have to request more claim numbers;)
2)	Number / mark or identify each part with the given claim number;
3)	After we have send the claim number, we expect to receive the goods within 4 weeks. If your goods do not arrive within this period the claim request will be closed;
4)	The cost for sending the broken parts are on charge of the sender;
5)	For administrative reasons and due to European rules "INTERSTAT", we are forced to receive deliverynotes for all the goods which you are sending to us;
6)	With incomplete documentation and information, warrantee / repair will be rejected. If such occurs you are kindly requested, to complete the documentation / information with immediate effect. This will be a one time request !!
7)	Lacking on reply, or lacking of documents / deliverynotes, after a period of 5 weeks (Point 6), results that your warrantee claim will be closed and goods will be disposed off. (Your goods cannot be reclaimed;) A DRAFT deliverynote can be downloaded at the right side of this page. Please fill out the form and print it on your company letterhead. (Only in case when you do not have your own delivery documents)
8)	The general repair time requires a period from 4 to 6 weeks, after arrival at our warehouse. (Excluding holiday periods) Should you need a part more urgently, we advise you to order this to our spareparts department; sparepart@fromm-stretch.com (Refer also to our spares manuals, where we clearly indicate which parts would be required in your stock, in order to attend to an immediate requested service)
9)	We will not send credit notes for replacement part(s) which you might require / order and receive during the repair period;
10)	The parts which are send for repair, will remain the property of the re-seller or enduser;
11)	Repaired goods will be send back from Italy, in combination with an delivery of other ordered spareparts;
12)	If the conditions mentioned under (11) cannot be achieved, the repaired materials will be send back separately. Costs of transport will be covered by FWS Srl;
13)	If you claim a part which is not broken, or you decide NOT to repair after a price quote, we have to invoice you our research and handlings costs of € 45,00.
14)	Our claim rules are simple and clear. We are convinced that they will tribute to a good and smooth organization of the warrantee / repair process.
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