

Date, 23/05/18

Dear Customer,

In order to improve assistance service we decided to standardize the process of managing returned goods using an appropriate procedure.

This procedure, **in force since the 1st January 2008**, will generate an internal traceability of product and **will ensure greater efficiency in solving problems experienced by all customers.**

Before returning any Think:Water product, each customer must fill out the attached form and send it to our Sales Department. This form allows you to collect all information necessary to prepare the assistance intervention.

Once the return request will be submitted to our Sales Department, you will always receive from us an answer:

- In case of goods return authorization a **document with the stamp and signature of acceptance will be sent by us.** In this document you will set out all those articles that are to be given back to us, in this way it will be possible to perform all the necessary actions to solve the problem in the shortest time possible.
- In case the goods return authorization won't be accepted, our Sales Department **will communicate you what action your company has to take to solve the problem,** reducing considerably the time needed to solve the problem.

In the case of a goods return authorization you **will send the items within 30 days**, the date of authorization attests the time limit, **taking care to attach this authorization to travel documents or in the box containing the returned product.**

Goods returns without RMA authorization will not be allowed entry in the acceptance of Think:Water materials.

You can request a return authorization in the following cases:

- 1) **defective material under warranty**, you can require goods return approval at any time during the warranty period. The replaced consumer products will be charged in any case. If it is not

otherwise specified the product will be arranged from scratch.

- 2) **defective material out of warranty**, you may request goods return approval after qualified personnel evaluation. The machine will be repaired, charging the material used and labor. If it is not otherwise specified the product will be arranged from scratch.

The transportation costs are always charged to the customer.

Please note that the warranty period for sold products is two year from the date of our invoice, for the repaired machines, six months for subjects with VAT, d.l. 02.02.2002 nr . 24 .

Once we have checked the status of goods return and verified the cause, we will implement all interventions required (repair or replacement of the product) for the resolution of encountered problems.

Think:Water is pleased to offer you its support in case you ever needs help for the organization of transport .

For every question, doubt or request for clarification please contact our Sales Department that will be happy to provide you all the necessary assistance.

We take the opportunity to thank you for your kind attention given.

Sincerely .

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