

TALLAS PRODUCTS MANAGEMENT PROCEDURE

DAP - Warranty and Out of Warranty

1. PURPOSE OF THE DOCUMENT

The purpose of this document is to describe the operational, logistical and administrative process for handling non-conforming products within 7 days of purchase (DAP - Dead After Purchase) or which have a defect in subsequently conform to the terms indicated.

DAB Pumps, the owner of the Tallas brand, is committed to restoring product compliance through its Authorized Service Center (hereinafter "ASC").

2. PRODUCT MANAGEMENT "DAP"

The definition of DAP refers to a product that has an original fault attributable to the manufacturer, due to which the product appears to be inoperative for its first use and within 7 days of the purchase.

In the event of this situation, the customer sends an email to assistenzaadiy@dwtgroup.com and receives instructions on how to proceed.

For a product to be considered DAP it is necessary that:

- The product, accessories, packaging and documentation bear no signs of wear due to improper use of the product;
- The product must only be sent in the original packaging, complete with all its parts:
 - a. The product (the product's serial number will have to correspond to the freshness on the packaging)
 - b. All original accessories that are included in the sales package
 - c. The documentation in the package must be in perfect condition and not damaged (it is clear that any plastic or similar protections may have been removed)
- The failure must not be attributed to improper use, no scratches, tampering or other aesthetic damage
- The product must be accompanied by the purchase document (receipt) with express indication of the date of purchase

The respect of the above points is binding in order to identify a DAP product and therefore immediately replaceable. If not, a note of "non-conformance" will be issued and the DAP request will not be accepted.

They will not be recognized as DAP products already used by the customer, regardless of the date of purchase. These products fall under the normal management of warranty or non-warranty operations

3. GUARANTEE INTERVENTION MANAGEMENT (WITHIN 24 MONTHS)

The obligation of the manufacturer to repair, replace or reinstate the consumer can only be guaranteed for products that have defects of conformity attributable to the manufacturer.

Any defect due to tampering with the consumer or third parties, improper use or maintenance, falls or damage caused by carriage, as imputable to the manufacturer, is not covered by the legal warranty. In this case, any repair or replacement of the product remains the sole property of the owner of the goods.

In the period defined by the legal warranty of the product, if the ASC recognizes the existence of non-conformities attributable to the manufacturer, the manufacturer shall, at its expense, repair the defective product or, if no repair is possible, replace the defective product.

3.1 Operating Instructions

- 3.1.1 The customer sends an email to assistenzaadiy@dwtgroup.com and receives instructions on how to proceed;
- 3.1.2 After receipt of any return authorization, the product must be returned to the nearest point of sale as instructed in Section 3.1.1;
- 3.1.3 If the product can be repaired within the pre-established time, the ASC will repair the warranty and send the repaired product to the point of sale where it has been delivered;
- 3.1.4 If the product cannot be repaired within the specified time, the ASC will inform the point of sale that will be responsible for the replacement.

4. PRODUCT OUTSIDE WARRANTY (MORE THAN 24MESI)

In the case where ASC detects products whose non-conformity is not attributable to the manufacturer, but it is:

- Products outside the terms of the legal warranty (for example, but not limited to damage caused by handling or similar, theft or loss of parts of the product, etc.);
- Products whose non-compliance is attributable to the end customer (improper use, dropping, tampering, etc ...);

it will send the retailer a cost estimate with the description of the intervention and the cost of restoring the product, which will have to be accepted within 10 days of receipt.

4.1 Operating Instructions

- 4.1.1 Bring the product to the nearest point of sale (upon delivery at the point of sale, a security deposit of € 45.00 must be paid);
- 4.1.2 If the product cannot be repaired, the ASC will return it to the point of sale withholding the security for shipping and vision costs (the product may also be returned even if dismantled);
- 4.1.3 If the product can be repaired the ASC will send the repair quote to the point of sale, the latter will communicate the amount to the customer who has 10 days to accept it;
 - 4.1.3.1 In the event that it is accepted, the ASC will provide for the restoration (not the reconditioning) of compliance by charging the intervention costs to the applicant (net of the already paid amount);
 - 4.1.3.2 In case the customer does not accept the quote or does not give notice in the 10 days, the ASC will be able to return the product dismantled to the point of sale by retaining the amount of the security.

5. GUARANTEED REPAIR TIMES

The ASC will retire the product, repair it or replace it within 8 working days (for the islands, however, are taken into account 10 working days) since the quote (for non-warranty products) will be accepted.

The terms indicated also refer to the product under warranty.

NB.

Working days are calculated from the time of delivery of the product to be repaired to the courier.

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