

## AUTORIZATION FOR RETURN

The return authorization is the FILTRA's procedure to guarantee the merchandise control and speed up the answer of our technical and commercial department.

We will not accept any return or repair if they are not documented with a FILTRA's reference number and will be return at your cost.

Before proceeding with the return, please make sure you have taken the following options:

1. Having consult the operation manual
2. Contacting with the commercial department about the problem
3. Contacting with the technical department about the problem

### **Check if product is still under warranty**

FILTRA VIBRACIÓN S.L. offers a warranty of 24 months will all the products. To be able to use this warranty it will be essential to have the number and date of the purchase invoice of the product, as well as the serial number.

**NOTE:** The procedure described below encompasses returns, repairs under warranty or out of warranty.

Product repair

### **To be able to repair your product, follow the procedure described below:**

1. Request for the REFERENCE number RETURN: You must fill out the form that you will find on our website.
2. Obtaining the RETURN REFERENCE: FILTRA will respond within a maximum period of 1 week (in working days). In the event that the web form contains errors or information is missing, this period could be extended.
3. Return of the material to FILTRA. The material must be sent to FILTRA at postage paid to our headquarters. It must also include a copy of the document accepted by FILTRA within the package.
4. Resolution of the return: Once the material has been received, FILTRA will proceed to its verification and / or repair. As soon as the incident is resolved FILTRA will proceed to its credit note or shipment of the material repaired postage due.
5. For the product repaired under warranty, you will be charged in any case the cost of transportation for the return, as indicated in the confirmation of the repair. The guarantee does not apply in cases of damage or breakage caused by transport, due to incorrect or inadequate installation of the product, failure to comply with the operating instructions, laceration or tear off the labels with the serial number of the product.

**NOTE:** for out-of-warranty equipment, the budget will remain active for 30 days, after which it will be returned freight collect.

If no answer has been obtained or it is negative, 30 € will be billed per budgeted team as a diagnosis and management concept, in addition to transportation costs. In case of purchase of other equipment, 30€.

### **Return of product under warranty**

For returns of material, the product must be sent in its original box / packaging in perfect condition. If the original packaging is not received or if it is received in poor condition, a penalty of 15% will be applied.

On the other hand if the product is not new and in perfect condition, it will not be accepted.

RETURN REFERENCE request:

Please fill out the following form to obtain a REFERENCE number of RETURN, to be able to send us your material properly.

Once the form is completed, please send it to us at: [ventas@filtra.com](mailto:ventas@filtra.com), where you will be assigned a RETURN REFERENCE.