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Organizzazione con
Sistema di Gestione Integrato
Qualità - Ambiente certificato
ISO 9001 Nr 50 100 12408
ISO 14001 Nr 50 100 12385

GENERAL WARRANTY TERMS

Within bounds of what stated in the present article, the seller engage itself to repair all eventual manufacturing faults which may appear during the warranty period. The warranty period has been fixed in 24 months from the shipment date which is marked on each product.

The buyer must send to the supplier the faulty part under warranty to be repaired or replaced. The delivery to the buyer of this part, duly repaired or replaced, will be considered as complete fulfillment of the warranty obligations regarding the faulty part foreseen in the present article.

In case the repair is considered under warranty, it also includes the replacement of those components which are subject to wear due to their intrinsic characteristics. However, the normal wear of these components cannot be considered as the only reason for the acknowledgement of the warranty.

The seller will not be responsible for the faults coming from materials or projects supplied by the buyer. Particularly it will not be considered responsible for the faults caused during the transport, by a wrong usage of the product by the buyer (i.e. collisions), usage outside the working parameters, non-compliance with the operating and maintenance instructions prescribed by the seller, or by modifications on the product carried out without the written agreement of the seller, as well as in case of normal deterioration. The warranty is considered void if the product has been previously disassembled/repared by unauthorized personnel.

It is expressly agreed upon that the buyer will make no claims for accidents to people or damages to things different from the object of the contract and occurred after the delivery, nor for their missed profit.

REPAIRS NOT CONSIDERED UNDER WARRANTY

For toolholders no longer covered under warranty, a standard charge per tool will be applied for the disassembly and examining of the product. If the quotation for the repair is accepted and authorization to repair the toolholder is received, then this charge will not have to be paid.

PRODUCTS RETURNED DUE TO INCORRECT ORDER ISSUED BY THE CUSTOMER

In case of wrong order issued by the customer, the return of the product must be approved by MT in advance. If approved, MT will apply a standard charge for each returned driven and static toolholder.

INSTRUCTIONS FOR GOODS TO BE RETURNED

In order to keep the repair times as short as possible, please:

- 1) Advice in advance that the products are being returned and quote an expected delivery date, so the repair can be planned in the relevant schedule. Products received without advance notice will be given lower priority.
- 2) Provide, together with the product, a detailed description of the experienced problem, including as much information as possible. Without such information our technician will not be able to repair the product.