

REQUEST FOR REPAIR

All the fields of this form must be filled in to set the repair or replacement procedure in motion.
Failure to fill in the mandatory fields and the description of the defect encountered (last sheet of this form) will prevent proceeding with the repair or replacement of the product and/or component.

Reseller **					
CUSTOMER'S DATA					
Company *					
Name and Surname *					
Address *					N° *
City *			Province *		Post code *
Telephone *		Mobile *		Fax *	
E-MAIL *					
VAT No *					
Tax Number *					

BANK DETAILS					
Bank Name *				Branch *	
BANK ACCOUNT DETAILS					
Country *	CIN EU *	CIN IT *	ABI *	CAB *	Account No.*

TYPE/MODEL *	SERIAL NUMBER *	EXTENDED WARRANTY OR SERQUALITY WARRANTY *
BRIEF DESCRIPTION OF FAULT (compile accurate description on the last page of the form) *		

ADDRESS FOR GOODS DESTINATION					
Facility *					
Address *					N° *
City *			Province *		Zip Code *
Telephone *		Mobile *			

(*) The Customer must fill in this information.

(**) This information should be filled in only if the product was not purchased directly from Ingeteam S.r.l. (in which case you must attach to the form the paid invoice/purchase receipt issued by the retailer, on the basis of which warranty validity will be verified).

CONDITIONS FOR SHIPPING PRODUCTS FOR REPAIR

The return of the product in for reparation must be carried out by contacting the courier in the following ways:

- Calling the customer service of **GLS EXECUTIVE** at the following number **199 151 188** and asking for the number of the branch that can pick up the material for delivery carriage forward (paid for by the addressee).
- Accessing the site www.gls-italy.com (section "Online Tools → Search Branch") and identifying the phone number of the branch with which to agree on picking up the material for delivery carriage forward (paid for by the addressee).

and sending the defective product and/or component to the following address:

INGETEAM S.r.l. - Via Dell'Industria, 199/211 - 48014 Castel Bolognese (RA) - ITALY
(Hours for receiving goods: Monday to Friday from 08.30 to 12.30 and from 15.00 to 17.00)

The return of the defective product and/or component has to be implemented by using the original packing of the product and/or of the component received. In case the Customer should request for Ingeteam to send the original packaging this will be sent to the Customer at the cost of Euro 60,00 excluding VAT (Euro 72.60 including VAT at 21%). Please note that shipping damages caused by improper packaging will not be covered by warranty. The material must go with a Delivery Note with the quote "Return for Repair" as Purpose of transport.

If the flaw of the returned product and/or component is not covered by warranty, in accordance with the terms described in article 2) "Exclusions from Warranty" of annexes "Manufacturer's Warranty – Basic Warranty Ingecon Sun Series Products" (annex "A") and "Marketed Products Warranty" (annex "B"), Ingeteam will proceed with the repair of the item only after sending the Customer a reparation quotation that the client has return to Ingeteam sign for acceptance. The Customer agrees to carry out the payment according to the commercial terms existing with Ingeteam or in absence of these by bank transfer to be made immediately upon receipt of order confirmation. Only after this payment will Ingeteam proceed with the actual reparation, with the issue of an invoice and with the dispatch of the repaired product.

In case of a non-acceptance of the reparation quotation within 7 days of its sending, the Customer authorizes Ingeteam to proceed with the issue of the order confirmation. This order confirmation will be charged with the costs arising from the analysis and the costs arising from the equipment tests as well as the shipping cost in an amount equal to Euro 190,00 VAT not included (229,90 including VAT at 21%) for the series INGECON SUN LITE and Euro 250 VAT not included (Euro 302,50 including VAT at 21%) for the series INGECON SUN SMART TL. The customer agrees to pay immediately the amount enclosed in the order confirmation. Only after this payment will Ingeteam proceed with the issue of an invoice and with the dispatch of the product not repaired.

If on arrival in the factory the returned product and/or component should turn out to be in perfect functioning conditions, Ingeteam will invoice the costs deriving from the analysis and inspection tests carried out on the apparatus, plus shipping costs in an amount equal to Euro 190,00 VAT not included (229,90 including VAT at 21%) for the series INGECON SUN LITE and Euro 250 VAT not included (Euro 302,50 including VAT at 21%) for the series INGECON SUN SMART TL. The customer agrees to pay immediately the amount enclosed in the order confirmation. Only after this payment will Ingeteam proceed with the issue of an invoice and with the dispatch of the product.

In the event of a non-payment of the costs mentioned above and after 30 days from the order confirmation, the Client authorizes and gives mandate to Ingeteam as of now to proceed with the demolition and disposal of the asset received in for repair.

PRIVACY: in compliance with the "Legislative Decree of the 30th June 2003, n. 196" governing the norms for the treatment of personal information and in protection of persons and other subjects – in the case in which you GIVE AFTERWARDS your consent – the information you provided may be processed, directly or by third parties. Moreover we notify the fulfilment of the obligations foreseen by the law, by regulations or EU directives. In particular to perform the complete fulfilment of all of the contractual obligations, also for the following purposes related to services and/or products additional to the subject of the contract and to their possible integration/evolution:

- performing statistic and market studies and research; delivering advertising and informative material; performing direct commercial or placing activities; delivering commercial information; delivering interactive commercial communications.

In the case you DO NOT GIVE AFTERWARDS your consent, the information provided will be treated exclusively for the purposes for which they are expressly foreseen.

The above-mentioned treatment may be performed by means of paper or computer and/or telematic supports even by third parties for whom the knowledge of your personal data is necessary or functional to operate on behalf of our Company; in any case, the treatment will be always performed in a way to ensure safety and confidentiality to your personal information.

In relation to the treatment of your personal information, you may exercise the rights foreseen by the "Italian Legislative Decree of the 30th June 2003, n. 196".

* Date(day) / (month) /(year)

* Customer's legible signature for acceptance

Pursuant to and in accordance with Article 1341 of the Civil Code the parties declare to have acknowledged, well understood and well acquainted and explicitly state to accept and approve the following clauses of this contract:

CONDITIONS FOR SHIPPING PRODUCTS FOR REPAIR

ANNEX "A" - INGECON SUN SERIES PRODUCTS STANDARD WARRANTY and ANNEX B - THIRD PARTY PRODUCTS STANDARD WARRANTY
(downloadable in the site www.ingeteam.it).

- 2) Warranty Exclusions
- 3) Terms and conditions for warranty claims and rights
- 4) Limitations of the producers' liability

* Date(day) / (month) /(year)

* Customer's legible signature for acceptance



Contact person / Persona di riferimento: _____
 Contact phone number / Numero telefonico: _____

Customer incident number / Riferimento numero incidente: _____
 Incident date / Data incidente: _____
 Inverter serial number / Numero serie Inverter: _____
 Installer company / Ditta Installatrice: _____

Installation Data / Data Installazione:
 Name/Nome: _____
 Address/Indirizzo: _____
 Number of equipment, models and powers – Numero apparecchio, modello, potenza: _____

Inverter uptime: Less than 1 day > 1 day and < 1 month > 1 month and < 1 year > 1 year
 Tempo di lavoro dell'Inverter Meno di 1 giorno > 1 giorno e < 1 mese > 1 mese e < 1 anno > 1 anno

VERIFICATIONS BEFORE INVERTER DISCONNECTION / Controlli prima della disconnessione dell'Inverter

INGECON SUN LITE

Frequency of error Constant Sporadic
 Frequenza di errore: Costante Sporadico

Frequency
 Frequenza

Working display YES NO
 Display funzionante Si

LED INDICATORS - Indicatori di luce:

COLOUR / Colore	OFF Spento	FLASHING / Lampeggiante			ON Acceso
		0.5 s	1 s	3 s	
GREEN / Verde	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ORANGE / Arancio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RED / Rosso	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DISPLAY:
 ERROR COM message - YES NO
 Messaggio ERROR COM su Display Si

Alarm codes (Monitoring) – Codici di allarme (Monitoraggio):

Alarm / Allarme	<input type="checkbox"/>
Code 1 / Codice 1	<input type="checkbox"/>
Code 2 / Codice 2	<input type="checkbox"/>

Comments / Commenti: _____

THREE-PHASE SOLAR INVERTER

Frequency of error: Constant Sporadic
 Frequenza di errore: Costante Sporadico

Frequency
 Frequenza

Working display YES NO
 Display funzionante Si

LED INDICATORS - Indicatori di luce:

COLOUR / Colore	OFF Spento	FLASHING / Lampeggiante		ON Acceso
		SLOW/Lento	FAST/Veloce	
GREEN / Verde	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ORANGE / Arancio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RED / Rosso	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DISPLAY:
 ERROR COM message - YES NO
 Messaggio ERROR COM su Display Si

Stop reason (Monitoring) – Motivo del blocco (Monitoraggio):

Stop reason 1	<input type="checkbox"/>
Stop reason 2	<input type="checkbox"/>
Stop reason 3	<input type="checkbox"/>
Stop reason 4	<input type="checkbox"/>
Stop reason 5	<input type="checkbox"/>

Comments / Commenti: _____

Shipment address after repairing – Indirizzo di spedizione dopo la riparazione (da non compilare)

Company name – Nome Ditta	County/District/State – Località/Paese
Shipment address – Indirizzo di spedizione	ZIP code – Codice postale
City - Città	Contact phone number 1 – Numero telefonico
Contact person 1 – Nominativo 1	Contact phone number 2 – Numero telefonico
Contact person 2 – Nominativo 2	