



ETS Leclercq SA

Belgium

www.leclercq-belgium.com

Processing warranties

Terms and conditions for applying the warranty clause

The warranty extends to all products marketed and sold by our company (both factory-manufactured spare parts and other spare parts) under the following terms and conditions:

- The item in dispute must have been sold by our company.
- The item in dispute must not be older than 1 year from its date of manufacture. After this period, it will be considered out of warranty with no appeal (extension to the deadline granted on presentation of proof of fitting).
- The item in dispute cannot have been opened, or damaged in any way whatsoever.
- The item in dispute will not be credited but replaced. The warranty applies only to the defective part supplied by our company and fitted in accordance with industry standards, with the exclusion of any other costs subsequent to the defectiveness of the part concerned.
- For factory-manufactured spare parts: We will honour the manufacturer's warranty after their agreement. This involves the constraints and deadlines imposed by them.
- For other spare parts: We will honour the warranty ourselves after the item claimed to be defective has been inspected in our workshops.

Applicable procedure for warranties:-

1. We must be informed of warranty claims beforehand by the use of the appropriate document.
2. This document must be sent to us by fax or e-mail.
3. A return confirmation, listing the items in your claim as well as a label showing the number allocated to your warranty will be sent to you. This label must be affixed to the parcel that you return to us at your cost.
4. Our assessment and the procedure we will be carrying out will follow within a period of 1 month.

Processing returns

Unused new parts and assemblies will be credited under the following terms and conditions:

- Parts intact and in their original packaging.
- Copy of the invoice or delivery docket.
- Return at your cost within thirty days following the date of purchase.
- The credit note will be issued with a 10% deduction if:
 - a) The part is not returned to us within thirty days following the date of purchase.
 - b) The part is refused for late delivery due to the carrier on the normal day of arrival (24 hours).
 - c) If the ordered part has not been collected by your customer.

Parts will not be credited in the following cases:

- Parts without a copy of the invoice and without confirmation from us.
- Parts without the original packaging.
- Parts with damaged packaging or with writing and labels on them other than those supplied.

- Parts specially ordered on the request of the customer.
- Back orders accepted by the customer and supplied "with a longer deadline".

Applicable procedure for returns:

1. We must be informed of warranty claims beforehand by the use of the appropriate document.
2. This document must be sent to us by fax or e-mail.
3. A return confirmation, listing the items in your claim as well as a label showing the number allocated to your return will be sent to you. This label must be affixed to the parcel that you return to us at your cost.
4. Our assessment and the procedure we will be carrying out will follow within a period of 1 month.

Processing returnables

Returnables that you would like to return to us must arrive with us under the following terms and conditions:

- Accompanied with a copy of the invoice or delivery docket.
- Within one year of the date of purchase.
- Returned at your cost or through one of our representatives.
- Undamaged, unopened, in their original box.

The return of some returnables may be refused for the following reasons:

- The returnables do not correspond to the unit supplied.
- The returnables have been opened or are incomplete.
- The returnables are broken, split, burned or misshapen.
- The returnables are blocked (centrifuged)
- The returnables are in a condition that would prevent their being repackaged.

Deliveries

If on receipt you note any damage to the parcel that has been sent to you, please mention it on the carriage document given to you by the **driver** and inform the **delivery company**. Our liability in fact ceases at the time that the carrier takes responsibility for the merchandise. We would like to bring your attention to the fact that if this procedure is not applied, the carrier's insurance company will refuse to take any action!

We would like to remind you that we cannot be held responsible in any way for any delays and/or problems with the delivery of your merchandise.

Of course, our sales department is at your disposal to answer any questions and to receive your suggestions: purchases@leclercq-belgium.com

We would like to thank you in advance for your understanding.