

How to require the product maintenance/repairing:

ATTENTION!

Only a Multiconn S.r.l. direct dealer/ distributor partner can activate the return-for maintenance procedure

Procedure to follow:

- 1) Contact Multiconn Help desk (+39 0332 280512 / service@multiconn.it), which will provide an initial support to identify the problem.
- 2) If the problem can't be solved you will receive by mail a **RETURN FORM** to fill in, sign and send back to service@multiconn.it . In the Return Form you will be assigned with a return number code as release to proceed.

The Return number of Authorization given must be mentioned in the shipping documents and it's mandatory to state the defect found clearly.

If the defect is not covered by the warranty or doesn't fall into any of the terms:

- we will proceed to estimate the repair service costs out of warranty coverage;
if then the unit can't be repaired
- we will propose a special offer for a new or reconditioned product of the same range or higher level.

Customer has option to accept the repairing proposal or refuse it. If customer fails to subscribe/accept the quotation the good will be returned to the sender with a charge of fee for inspection activities.

For all exceptions on warranty- See "General Warranty Conditions" and "General Supply Conditions" both available on www.multiconn.it / www.dasdvbt.com

- 1) Returned goods must be sent free port to:
Multiconn S.r.l.
Via Cesare Battisti, 16
21045 – Gazzada Schianno (Varese) – Italy
- 2) Pay attention to return goods as follows:
 - A legible copy of the purchase document must be included in the box (for services covered by the warranty);
 - The number of **Return Authorization** shall be reported clearly in the document enclosed
 - The goods shall be packed properly (use the original box or appropriate package) NB: Inappropriate shipping might affect warranty.

MULTICONN-DAS Thank you for your kind attention and support to follow up carefully the procedure.