



**NORME PER ESERCITARE IL DIRITTO ALLA
GARANZIA HINOWA**

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Pagina: 1 di 1

SPARE PARTS WARRANTY CONDITIONS

- a) The guarantee request is activated from the date of shipment by Hinowa to the customer and has a duration of 12 months.
- b) The Hinowa spare parts Manager has to check whether the customer's warranty claim is within the warranty duration and coverage terms.
- c) The Hinowa spare parts Manager will decide whether to have the piece sent back for inspection, with costs paid by Hinowa with our agreed courier.
- d) For the material received correctly, the Hinowa spare parts service undertakes, within 90 days of the receipt of the request, to reply to the customer if the guarantee request is accepted and then to proceed with the credit note.
- e) The customer will have 30 days to decide whether to return the material shipped as a spare part from the delivery date. After this time it will no longer be possible to make any return requests.