



Dear Customer,

Below is a list of contacts to get in touch with if you need to return a faulty product or for further related information.

#### **Ecomotive Solutions**

- Elena Bragazzi [elena.bragazzi@railgroup.it](mailto:elena.bragazzi@railgroup.it) – Back-office Sales Overseas
- Debora Ferri [debora.ferri@railgroup.it](mailto:debora.ferri@railgroup.it) – Back-office Sales Italy
- Giada Dall'Asta [giada.dallasta@ecomotive-solutions.com](mailto:giada.dallasta@ecomotive-solutions.com) – Back-office Sales Overseas

Before returning the material, you must take note of the warranty conditions described below and the return policy applied by Ecomotive Solutions.

### **WARRANTY CONDITIONS**

- 1) Ecomotive Solutions Srl declares and guarantees that the products and KITS commercialized have been manufactured in full compliance with the relevant national and international regulatory standards, and that the same have been tested and subjected to the required inspections by Quality Control.
- 2) Ecomotive Solutions Srl guarantees that the products and KIT are free from material or workmanship defects that could compromise suitability and/or reduce the value. The products and KITS reflects the quality standards required for the type of product and/or application.
- 3) All products and KITS manufactured by Ecomotive Solutions are covered by a 2 years warranty from the date of issuance of the sales invoice.
- 4) Products stock shall be employed by the Customer on a first in – first out system with a maximum stock of 4 months.
- 5) Warranty is intended only to cover defective parts in origin according to the indisputable technical judgment of Ecomotive Solutions Srl.
- 6) Warranty covers only original defective parts. Any claim will be accepted by Ecomotive Solutions Srl only if concerning defects and/or deformities entirely and exclusively attributable to Ecomotive Solutions Srl.
- 7) Ecomotive Solutions Srl at its own discretion, shall repair and/or replace parts of the products or KITS even if any reported defect hasn't been verified or detected. Replaced product parts and/or products will not be returned to the Customer.

- 8) Warranty doesn't cover direct or indirect damages, of any kind, to persons or property resulting from failure or forced suspension of use of the appliance, and excludes all liability of the manufacturer. It doesn't cover damages caused by accidental or natural occurrences (falls, shocks, flooding, fire, etc.) by tampering, misuse, neglect, negligence and normal wear and tear.
- 9) On Ecomotive Solutions Srl products and KITS, are admitted only operations described on "Maintenance Instructions" (where provided by Ecomotive Solutions Srl); it can be used only original spare parts and equipment supplied by Ecomotive Solutions Srl.
- 10) Maintenance operations must be carried out by properly trained personnel, following the instructions given in the "Maintenance Manuals" (where provided by Ecomotive Solutions Srl) issued by Ecomotive Solutions Srl.
- 11) Warranty shall be void if the manufacturing number of the products or KITS is altered or not readable, or the product or KIT are returned incomplete.
- 12) Components are made specifically for automotive applications, so use in, for example aeronautical, marine, medical, or any other application than automotive isn't permitted.
- 13) Ecomotive Solutions Srl doesn't assume any responsibilities in relation to the configuration and functioning on the entire system in which the product or KIT is integrated. For the correct use of the injector is mandatory to use piloting parameters required by the Datasheet of the product, available for the download on the websites [www.railgroup.it](http://www.railgroup.it) – [www.ecomotive-solutions.com](http://www.ecomotive-solutions.com).
- 14) Only the manufacturer is authorized to change the above conditions.

Disclaimer: Ecomotive Solutions Srl is responsible for drafting the technical procedures required for maintenance activities contained in the "Maintenance Manual".

---

Once you have verified the above, you must complete (in full) the RMA form attached to this document and send it by email to the contacts indicated above.

The form allows us to collect all the informations useful for Ecomotive Solutions Srl to make a preliminary analysis of the return request, so it is necessary to fill in all the fields indicated in the attached form. Incomplete or incorrectly filled out forms will not be considered; completion must be in Italian or English.

Ecomotive Solutions Srl, once received the completed RMA form will proceed to evaluate it and will communicate the RMA number (e.g. RMA 25/00XXX). The RMA number must be indicated on the return document, on the packaging of the goods shipped and will be used as a reference for all future communications between Customer and Ecomotive Solutions Srl.

## **RETURN HANDLING METHODS**

All the returned goods must be sent to Ecomotive Solutions Srl, in proper and unique packaging, which must be identified with the RMA number provided.

Returned products will be subject to analysis and response by Ecomotive Solutions Srl in all cases except:

- Material returned with packaging inappropriate to the integrity and identification of the material itself;
- Material out of warranty;
- Material sent without approval of Ecomotive Solutions Srl;
- Material without traceability, where the label has been removed or isn't legible;
- Tampered material;
- Working material: it's up to the Customer to verify the actual defectiveness of the product before reporting and/or sending.

**PLEASE NOTE: a flat-fee of 50,00€ (fifty euros) will be charged as refund of handling costs if the returned material is found to be out of warranty or untraceable or tampered with or working or is sent without approval.**

- It's required that the goods be sent to Ecomotive Solutions Srl within a maximum of 60 days after authorization for shipment.
- Transport costs for shipping the material to Ecomotive Solutions Srl are always borne by the Customer. Ecomotive Solutions Srl will reimburse the transportation costs ONLY for those products with defects covered by warranty. The method of reimbursement'll be agreed between the parties.
- Upon receipt of the returned material Ecomotive Solutions Srl will only examine products that show no signs of tampering and will perform constructive and functional checks (tampered products will not be analyzed and aren't covered by warranty).
- Following the analysis on the returned products Ecomotive Solutions Srl will evaluate, at its own discretion, whether the defects found are:
  - due to normal wear and tear
  - due to tampering or incorrect installation
  - manufacturing defects covered by warranty
  - excess contaminants in CNG and LPG gas
- Depending on the result of the analysis Ecomotive Solutions Srl will replace or repair the non conforming material, or simply inform the Customer about the results of the analysis.
- **Ecomotive Solutions Srl, at the request of the Customer and for a fee, may perform a functional tests or repair or replace defective material not under warranty; in any case, a flat fee of 50,00€ (fifty euros) will be charged for handling costs. Transportation costs for the return of the repaired or replaced product and for any return of defective parts shall be borne by the Customer.**

**RMA MODULE** *Modulo RMA***Date** *Date*

\_/\_/\_\_\_

**CUSTOMER - DISTRIBUTORE***Cliente - Distributor***DESTINATION***Destinazione*

ECOMOTIVE SOLUTIONS Srl  
 Loc. San Iorio 8/C Serralunga di Crea (AL) ITALY  
 +39 0142 9552

**Role***Ruolo***Name***Nome***E-mail**

ECOMOTIVE SOLUTIONS Srl  
 Via A. Grandi 16 - 42030 Vezzano S/C (RE) ITALY  
 +39 0522 603801

<b>Pos.</b> <i>Pos.</i>	<b>Item Code</b> <i>Codice prodotto</i>	<b>Description</b> <i>Descrizione</i>	<b>Serial Number</b> <i>Numero seriale</i>	<b>Quantity</b> <i>Quantità</i>	<b>Electronic control unit used</b>
1					
	<b>Reason of Return</b> <i>Motivo del reso</i>				
2					
	<b>Reason of Return</b> <i>Motivo del reso</i>				
3					
	<b>Reason of Return</b> <i>Motivo del reso</i>				
4					
	<b>Reason of Return</b> <i>Motivo del reso</i>				
5					
	<b>Reason of Return</b> <i>Motivo del reso</i>				
<b>Name</b> <i>Name</i>		<b>Signature</b> <i>Firma</i>			

**Stamp with company details, VAT**  
*Timbrare con riferimenti aziendali e VAT*