

Management complaints and returns LCI Italy rev3 date 21.05.2021

Dear Customer,

We are continuously striving to improve the quality of our products and the efficiency of our processes. In order to ensure effective management of returned goods, we are sending you this new policy for handling warranty claims and general product returns.

1. The communication of the warranty claim or complaint must be made as soon as practical after the occurrence of the problem, but in any event must be made within twenty (20) days of the first occurrence giving rise to the complaint or claim, unless otherwise agreed by the parties in writing.
2. The communication of the complaint or claim must be sent to the Customer Service Center of LCI Italy by sending an e-mail to the address: [eu-service@lippertcomponents.com](mailto:eu-service@lippertcomponents.com)
3. The communication of the complaint or claim must contain the following information:
  - a) Type – product description;
  - b) Product code (LCI Italy /Customer);
  - c) Production lot (order number) or customer's order number, if any;
  - d) Photo of the identification label, if any;
  - e) Indication if it is a new product or from the after-sale;
  - f) A specific description of the complaint or claim;
  - g) Possible causes of the defect, if any, already identified;
  - h) Photographic documentation and / or videos of the product taken during the course of use in which the non-conformity or defect that is the subject of the complaint occurs;
  - i) Any additional information the Customer Service Center of LCI Italy may request to make a determination with regard to the validity of the complaint or claim.
4. The Customer Service Center of LCI Italy will respond within a timeframe appropriate given the extent of the complaint or claim (in most cases within five (5) working days from receipt of the complaint or claim). In its response, the Customer Service Center of LCI Italy will inform the Customer if additional information is requested or if a return has been authorized or denied. All returns must be expressly authorized by the Customer Service Center of LCI Italy.
5. If the return is authorized, the Customer agrees to return the authorized products, including any modifications made by the Customer after delivery.
6. If the return is authorized, the Customer Service Center of LCI Italy:
  - a) will inform the Customer of the Authorization to Return Material (RMA) number;
  - b) will provide, via e-mail, an appropriate label displaying the RMA number, which the Customer must print and affix to the package; and
  - c) will indicate to the Customer shipping methods and the return address.

7. Any subsequent communication between Customer and LCI Italy should refer to the RMA number.
8. In most cases, within fifteen (15) working days from the receipt of the returned material, but in any case within a timeframe appropriate to the extent of the claim, the Customer Service Center of LCI Italy will conduct its analysis and communicate its decision with regard to the acceptance or denial of the warranty claim. Any detected problem that will not be considered to be a part of LCI Italy failure, will be charged 50€ per hour for management costs.
9. After the response from Customer Service Center indicating acceptance or denial of the warranty claim, the Customer will have five (5) working days to reply. The Customer's reply must include the following:
  - a) Acceptance or denial of the proposed warranty repairs;
  - b) Authorization to scrap parts not covered by the warranty;
  - c) Request for delivery of replacement parts.
10. In the event the Customer fails to respond within five (5) working days, the Customer Service Center of LCI Italy will proceed with closing the claim/complaint and billing the Customer for the costs incurred in the analysis and management of the complaint.
11. Materials and/or Products sent to the Customer Service Center of LCI Italy by the Customer without authorization to return or without a label indicating the RMA number may be sent back to the Customer at Customer's expense.
12. If the Customer Service Center determines that the Customer or the end user is responsible for the cause of the complaint or claim, the warranty claim is denied and the Customer Service Center of LCI Italy reserves the right to charge the Customer for the costs of analysis, repair (if possible and authorized by the Customer), and management of the complaint or claim. The shipping costs will also be charged to the Customer, in case of repair and re-dispatch. If the repair should not be possible or not authorized by the Customer, the scrapping costs will be charged to the Customer.
13. Unless agreed to by the Customer Service Center of LCI Italy, invoices, debit notes, credit note requests, and product returned shall be invalid and void upon receipt. The Customer Service Center of LCI Italy will proceed with the return of material sent by the Customer at Customer's expense, within fifteen (15) working days. The Customer Service Center of LCI Italy may also charge the Customer storage and other costs related to unauthorized returned product. Customer shall not deduct from payments from or apply credits to the Customer's account without the prior express consent of LCI Italy.

Thank you for your cooperation,

LCI Italy Customer Service