

Verderio, 09/02/2024

Dear Client

OBJECT: *COMPLAINTS AND RETURNS*

Please be advised that in order for complaints to be considered valid, the Customer must comply according to the following procedures and terms:

Upon taking delivery of the Products, the Customer shall immediately:

- Check the quantities and packaging of the Products and record any objection in the waybill;
- Perform a conformity check of the Products with respect to what is indicated in the order confirmation and record any discrepancy in the waybill.

In case of complaint of defects, the communication must be made by the Customer in written form, with reference to the sales document, within no more than 30 (thirty) calendar days from taking delivery of the Products.

If the dispute relates to a defect that, despite the initial inspection, has remained concealed, the dispute must be made as soon as possible, no later than 6 (six) months after acceptance of the Products.

It is further specified that the warranty applies only to Products used in an environment and for applications consistent with Plastivar's stated specifications; any misuse will void the warranty.

The warranty will not be valid if the inconvenience or anomaly is found to be dependent on incorrect or inappropriate applications of the product.

Therefore, disputes, let alone returns, involving products that have undergone modifications (application of films and protectors, etc.) once delivered to the Customer will not be accepted.

Best regards,

PLASTIVAR S.R.L.

PLASTIVAR S.r.l.

Sede legale: Viale Rimembranze, 1 – 23879 Verderio (LC) Italia

Sede operativa e Uffici: Via E. Brigatti, 58/i – 20885 Ronco Briantino (MB) Italia

Tel. +39 039.510.662 – www.plastivar.com – E-mail: info@plastivar.com

Cod. Fiscale – P.IVA e Reg. Imp. Lecco 03241770134 – SdI KRRH6B9 – R.E.A. Lecco 310913 – Cap. Soc. € 100.000,00 int.vers.