



 **Complaints Procedure**
(rev. 2 dd 05/07/2022)

Premise:

This Procedure is an integral part of the Armal General Conditions of Sale and the Armal Warranty - latest revision published on the website www.armal.biz.

The Armal production process has been implemented by a new traceability system that allows the production event itself to be traced back to the source, enabling the root cause of any quantity/quality complaint to be immediately understood. This system also gives the possibility to implement robust and targeted corrective actions, such as to limit or exclude the repetition of the problem itself with the goal of leading to complete Customer Satisfaction over time.

To ensure a better quality of the after-sales service and to speed up/optimize the handling of a complaint, it is required to faithfully follow the instructions contained in this Procedure.

Time frame for filling a complaint:

- Any complaints relating to the state of the packaging, quantity, external characteristics of the products (**apparent defects**) must be notified to Armal S.p.A. by e-mail or fax, under penalty of forfeiture, within 7 (seven) days from the date of receipt of the products (the signed and dated transport document/CMR/POD is authentic).

- Any complaints relating to defects not identifiable through a diligent check upon receipt (**hidden defects**) must be notified to Armal S.p.A. by e-mail or fax, under penalty of forfeiture, within 7 (seven) days from the date of discovery of the defect and, in any case, no later than 12 (twelve) months from the purchase of the goods starting from the date of the sales invoice.

Documentation required for filling a complaint:

Armal S.p.A. will only handle complaints accompanied by the following INFORMATION sent by e-mail/fax:

- 1) Number of the sales invoice and/or delivery note.
- 2) Photo of the barcode labels on each package or the information on them as shown in this photo:



ARMAL S.p.A. Unipersonale
Società soggetta a direzione e coordinamento di Ylda S.p.A.
Via Fiorentina, 109 - 50052 Certaldo (FI) - Phone +39 0571 665305
armal@armal.biz - info@cert.armal.biz - www.armal.biz
C.F./P.Iva 03922500487 - REA FI399675 - Cap.Soc. € 50.000 i.v.





3) Photo of the material in case of quality defect complaints.

Acceptance checks to be made on our standard CUBE portable restroom package (4-units package):

Upon receipt of the goods, you should immediately check for material as follows:

- BEFORE unpacking the package, check all the details visible through the cellophane: No. 12 walls, No. 4 door frames, No. 4 tanks, No. 4 cover tanks, No. 4 floors, No. 4 roofs, No. 4 door handles and No. 4 ventilation pipes. If a component is missing or nonconforming, send a photo of the affected item and one of the labels on the package.
- DURING the unpacking of the package, check the doors (No. 4) and the plastic kits (No. 1). If a component is missing or nonconforming, send the photo of the package and one of the labels equally.

Armal will not take in charge complaints sent incomplete of the requested information and/or beyond the indicated deadlines; moreover, it reserves a maximum of 15 (fifteen) working days from receipt of the same to provide a response.

For the warranty validity, please keep the delivery note and all barcode labels for all the duration of the same.

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