

# **WARRANTY AND REPAIR OF MATERIALS**

## *PROCEDURES*

Idento Operations B.V.  
Dept. Customer Care

August 2007

## **CORRESPONDENCE**

*CUSTOMER*

Repelweg 10  
8316 PV Marknesse  
The Netherlands  
Phone: +31 (0)527-241265  
Fax: +31 (0)527-241108  
Email: [info@idento.nl](mailto:info@idento.nl)

## **PROCEDURE FOR DECLARATION OF MATERIALS (NL)**



Garantieclaims worden **alleen** in behandeling genomen wanneer:

- het aanvraag formulier volledig is ingevuld ook met duidelijke klachtschrijving en beschrijving van de storing/het defect;
- een claim samen met het artikel binnenkomt;
- het artikel is gelabeld met betreffende claimnummer en artikelnummer.

Wanneer bovenstaande naar beoordeling van afdeling binnenkomende goederen niet het geval is wordt de claim **niet** in behandeling genomen, de dealer ontvangt per email een standaard formulier (zie example 1 en 2) over de incomplete zending met de vraag om aanvullende informatie. Bij niet tijdig reageren (na 3 weken) wordt het onderdeel onder rembours terug gezonden.



Bij aanvraag voor reparatie onder garantie:

- wanneer er voor een onderdeel **reparatie aangevraagd** wordt onder garantie maar de garantieaanvraag wordt afgekeurd wordt het onderdeel op kosten van de dealer gerepareerd. (uitgangspunt is hierbij reparatie van het onderdeel)
- reparatie wordt uitgevoerd wanneer reparatiekostprijs maximaal de helft van de nieuwprijs bedraagt
- wanneer een onderdeel niet gerepareerd wordt vanwege het overschrijden van de reparatiekostprijs dan wordt dit medegedeeld aan de klant, waarbij het betreffende artikel onder rembours wordt geretourneerd
- Wanneer **crediteren of nieuw onderdeel gevraagd** is maar reparatie is mogelijk, dan kan Idento Operations B.V. eenzijdig besluiten tot reparatie van het onderdeel. Deze wordt gerepareerd geretourneerd waarbij geen creditering plaatsvindt.



Bij **afgekeurde** garantie waarbij aanvraag **crediteren of nieuw artikel** was;

- artikel wordt onder rembours terug gezonden.

Ongewenste retournering van materialen dient duidelijk door de begunstigde op het garantieclaimformulier en/of reparatieformulier te worden vermeld.

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## PROCEDURE FOR DECLARATION OF MATERIALS (ENG)



Warranty claims will only be processed when:

- the warranty claim form is complete with a clear description of the complaint and failure of the product;
- the claim is send together with the material;
- the material is labeled with corresponding claim number and article number.

If one of the mentioned specifications is not reached, to be determined by the department for Incoming goods, the claim will **not** be processed. The dealer will receive a standard form by email (see example 1 and 2) on which the incomplete delivery is mentioned. This form also shows which information is missing and which should be added by the dealer before re-process the claim. When a reply on this standard form is not be received within 3 weeks after notification, the corresponding material(s) will be returned to the dealer. Costs for this sending will be charged.



Request for repair under warranty:

- when material is send with a request for **repair under warranty** and this request is not granted, the material will be repaired where the cost for repairs will be invoiced to the dealer.
- a repair will be carried out when the costs for this repair will not exceed half of the actual sales price of this material.
- When the cost for repair will exceed half of the actual sales price of the material, the dealer will be notified where the material will be returned to the dealer. Costs for this returning will be invoiced to the dealer
- When a request for a credit note or new material is done, but repair of this material is possible, Idento Operations B.V. can decide to start repair of the material. The repaired material be will returned to the dealer without sending a credit note.



When a warranty claim with request for a credit note or sending of new material is not granted:

- The material will be returned to the dealer where the costs for shipment will be invoiced.

When returns of original unrepaired materials are not wanted, the dealer needs to make a remark on the claim form for warranty or repair to make this clear.

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**EXAMPLE 1**

«Name»  
 «Address»  
 «ZIP» «City»

Date: March 23, 2009

Ref.: Doc1a-Warranty/repair of goods

Dear attendant,

Recently we received goods which have been send for further processing. In the table below the results of processing are shown:

**Warranty claim**

Warranty claim no.	2331
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Claim complete	x
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Claim incomplete	
• Dealer information	
• Customer information	
• Spare part code	
• Spare part amount	
• Date defect	
• Description of defect	
• Repair parts	
• Deliver new parts	
• Credit	

**Request for repair**

Request for repair no.	
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Request complete	
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Request incomplete	
• Dealer information	
• Description complaint	
• Urgency	
• Acceptable repair costs	

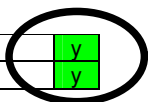
Warranty claim approved	y	motivation:	Within warranty
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**Delivery**

<b>Type</b>		<b>Invoice no.</b>
New material	x	19658
Repaired material		
Original material		
Credit		

**Result**

Goods processed	y
Delivery	y



*If green: claim or repair is processed correctly. Delivery of required goods have been taken place.*



**All goods send for processing without complete process documents will be returned to the sender three weeks after date of sending of this notification. Costs for transport will be charged**

Necessary information to complete the required documents need to have a reference to the warranty claim no, repair request no. and material type.

Please send additional information to:

**Idento Operations B.V.**  
**Dept. Customer Care**  
**Repelweg 10**  
**8316 PV Marknesse**

**Fax 0031 527 241265**  
**Email: [customercare@identoservices.nl](mailto:customercare@identoservices.nl)**



**All processed goods for which the warranty claim was disapproved or repair couldn't been carried out will be returned to the sender. Costs for transportation will be charged. Whenever these goods should be scraped by Idento Operations, the sender should make a notification on the official process document.**

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**EXAMPLE 2**

«Name»  
 «Address»  
 «ZIP» «City»

Date: March 23, 2009

Ref.: Doc1a-Warranty/repair of goods

Dear attendant,

Recently we received goods which have been send for further processing. In the table below the results of processing are shown:

**Warranty claim**

Warranty claim no.	
Claim complete	
Claim incomplete	
• Dealer information	
• Customer information	
• Spare part code	
• Spare part amount	
• Date defect	
• Description of defect	
• Repair parts	
• Deliver new parts	
• Credit	

**Request for repair**

Request for repair no.	4661
Request complete	
Request incomplete	x
• Dealer information	
• Description complaint	
• Urgency	
• Acceptable repair costs	x

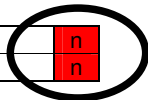
Warranty claim approved		motivation:	
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**Delivery**

<b>Type</b>		<b>Invoice no.</b>
New material		
Repaired material		
Original material		
Credit		

**Result**

Goods processed	n
Delivery	n



*If red: claim or repair is not processed .  
 Delivery of required goods have not been  
 taken place. Dealer needs to send additional  
 information which is marked with an 'x' .*



**All goods send for processing without complete process documents will be returned to the sender three weeks after date of sending of this notification. Costs for transport will be charged**

Necessary information to complete the required documents need to have a reference to the warranty claim no, repair request no. and material type.

Please send additional information to:

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**All processed goods for which the warranty claim was disapproved or repair couldn't been carried out will be returned to the sender. Costs for transportation will be charged. Whenever these goods should be scraped by Idento Operations, the sender should make a notification on the official process document.**

With kind regards,

Department Customer Care

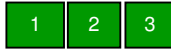
Idento Operations B.V.

# LOGISTICS

*CUSTOMER*

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## DELIVERY OF MATERIALS

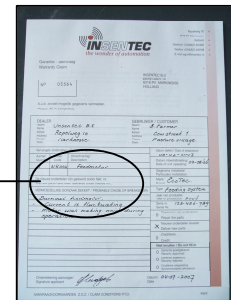


*Delivery procedure:*

**1** Attach a label with claim number or repair number onto the material to be send



**2** Create a warranty claim or repair request with all necessary information written down clearly and a complete description of the defect and possible cause



**3** Pack material and white (original) and blue claim form's or request together in a bag or box to send to Idento Operations



Warranty claim documents and request for repair documents can be ordered at:

**Idento Operations B.V.**  
**Dept. Customer Care**  
**Repelweg 10**  
**8316 PV Marknesse**

**Fax 0031 527 241265**  
**Email: [customercare@identoservices.nl](mailto:customercare@identoservices.nl)**

Description	Article no.
Warranty claim (triple form)	VA1094
Request for repair (triple form)	VA1095