



Bonetti RubINETterie Valduggia s.r.l.

USER'S NON CONFORMITY REPORT

Non Conformity N°: _____ (edited by BRV)

Date: _____ (edited by BRV)

This document describes handling procedure to return goods due to assessed or alleged defectiveness (NOT TO BE USED FOR WRONG PURCHASE ORDERS):

- ✓ Customer has to fill in only the dedicated sections of this document (page 1, "Section to be filled in by Customer").
- ✓ Customer has to send this form, duly filled in, only by email to: claims@brv.it; the form has to be a WRITABLE PDF (handwritten or typewritten forms will not be taken into consideration).
- ✓ In good time BRV person in charge assigns it a progressive number (f.i.: *Non conformity n°15*) that is transmitted to the Customer as authorization to return the claimed goods for testing.
- ✓ Claimed goods have to be sent back, after authorization, DAP BRV together with its "return delivery note" mentioning the authorization number, code and quantity of the returned items. Claimed goods received without authorization n. will not be taken into consideration.
- ✓ The Quality Control Department will inspect received goods and issue the related Test Report and/or, if necessary, for components not manufactured by BRV, will send the considered faulty goods to the manufacturer for further inspections and tests (f.i. electric or electronic components): in this case BRV will act in accordance to what arranged by the manufacturer on the basis of its Test Reports.
- ✓ If case of recognized manufacturing defect due to BRV, specific agreements between BRV and Customer will be taken from time to time (f.i. replacement under guarantee, credit note, etc.).

N.B.:

- ✓ *Goods received following procedures different from the above indicated will not be accepted: they'll be put aside and returned to the sender asap.*
- ✓ *The replacement of goods, if requested before the inspection, will be duly invoiced and later credited in the event of recognized fault.*
- ✓ *If, after a first visual inspection, it is evident the faultiness cannot be put down to BRV but to an incorrect use of the product or to negligence, carelessness or incorrect installation, an examination cost of Euro 35,00 per piece will be charged.*

Section to be filled in by Customer

Customer: _____ Customer Ref: _____ Date: _____

Customer QC: Mr. _____ Email: _____

BRV related delivery note (if available): _____ Dated: _____

Enclosures (if any): _____

Reference 1

BRV art.: _____ BRV code: _____

Description: _____

Detailed report of the faultiness: _____ Supplied quantity: _____

Claimed quantity: _____

Reference 2

BRV art.: _____ BRV code: _____

Description: _____

Detailed report of the faultiness: _____ Supplied quantity: _____

Claimed quantity: _____

Reference 3

BRV art.: _____ BRV code: _____

Description: _____

Detailed report of the faultiness: _____ Supplied quantity: _____

Claimed quantity: _____

Inspection and test statement

Deputy person: _____

Date: _____

Detailed remarks:

Date: _____

Actions to be taken to solve the Non Conformity of the returned goods

Ref.	Date	Description of the provisions	Deputy person

Total cost of N.C. in refund

End of N.C. report**Date:** _____ **Signed by Q.M.:** _____