

INSTRUCTIONS FOR REPARATIONS AND RETURNING GOOD

Following is the procedure for reparation requests and returning a machine/equipment made by Lazzero tecnologie S.r.l.:

1. Inform in advance Lazzero tecnologie S.r.l. about type of returning good and reason for returning (reparation request, returning from service exchange).
2. Fill out carefully in every part the Declaration of Not Contamination (Doc.8.5.28b). A copy of the Declaration must be sent to LAZZERO Tecnologie S.r.l., via mail (service@lazzero.com) or via fax (011 9471640) before to shipment of the machine / equipment in question. While the original should be placed in an envelope and attached outside the package.
3. Wait for authorization to shipment from Lazzero Service.
4. Drain all fluids and/or lubricants may be present and remove the filters.
5. Disconnect all accessories. If these have to be sent for testing, pack them properly and enclose them to the machine/equipment.
6. Close all inlet and outlet connections, including those released by the removal of accessories, with plugs or realizing an adequate sealing with strong adhesive PVC tape.
7. If the machine/equipment is big, place it on a pallet of appropriate dimensions. In case of small size, pack it in a box or suitably.

The returning of material for repair imply authorization to LAZZERO tecnologie S.r.l. to proceed with evaluation of the fault and preparation of commercial offer for reparation.

If you do NOT accept the quote or if it is impossible to repair, you authorize Lazzero tecnologie to invoice to your Company €110.00 to cover management and fault evaluation costs. The material will be returned to Your address and transportation costs for return of the material will be at your expense.

NOTE: Before returning a machine/equipment made by LAZZERO Tecnologie S.r.l., it must be certified the complete absence of contamination due to the production process in which the machine/equipment has been used. This certification is mandatory in order to meet the current standards of Hygiene and Occupational Safety.

Therefore, please fill out the attached module of the Declaration of not-contamination (Doc.8.5.28b) and send it to us before shipping the machine/equipment. In case this is not done, we will be allowed to consider the machine/equipment hazardous to health and then to refuse to reception and return it to the sender.

We warn you that in case of incomplete or incorrect filling out of the Declaration, the machine/equipment could be returned to sender, or a delay in the process of reconditioning and consequently in the delivery time may occur.

It is important to inform you that:

⇒ It is considered "not contaminated" the machine/equipment that has never been used or has been used in a process that has never exposed it to contact with hazardous substances or radiation (exposition to radioactive sources, such as those used in the production of X, gamma rays, etc.). Otherwise the machine/equipment is considered "contaminated".

⇒ If exposed to radiation or hazardous substances, the machine/equipment must be subjected to decontamination process before being sent to our company. The decontamination process must be certified by the laboratory or company specialized in the operation, and the certification must be attached to Declaration of not-contamination (Doc.8.5.28b).

For further information contact Customer Service:

phone: 0119411840, fax: 0119471640), mail: service@lazzero.com.

LAZZERO tecnologie S.r.l. reserves the right to refuse the reception of material that is not provided by the prescribed documentation.