

Product Complaint Form

CUSTOMER NAME:

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SUPPLIER

NAME:

.....

PRODUCT MODEL.....

CODE.....

PRODUCT.....

ANOMALY DETECTED WHILE USING:

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PRODUCT WARRANTY TERMS AND CONDITIONS

- Based on the supplier/user invoice and its relative goods return note.
- It is not allowed to exceed the period of 10 calendar days between the sell date and the good return note date.
- The damaged material needs to be delivered to Skeba Srl though the commercial net in order to be inspected. In case the anomaly is listed in 'Defects covered by the warranty' section, it will be reimbursed.

DEFECTS COVERED BY THE WARRANTY

- Skeletime Interface Velour does not stick to the sanding pad, although the previous inspections were done - according to the preliminary and the recommended use instructions.
- Interface or Skeletime Pad Velour does not stick to the sanding paper although the previous inspections done - according to the preliminary and the recommended use instructions.
- Detachment of the Skeletime products glued parts. 'Only in case of an evident non-adherence of the layers* and visually determined by one of the parts that stays clean, without ripping up the sponge or other materials of the second glued part.
- Skeletime products show any flattened parts over 50% of the sponge stated height.