

CUSTOMER SERVICE CONDITIONS

We hereby detail the procedure to access to repair service of products by Motor Power Company. The return of any product must be authorized by Motor Power Company through the release of an RMA Number that must be requested for any single unit that is going to be sent and must be delivered with Delivery Duty Paid (DDP) term to our stock (Castelnovo Sotto, RE – Italy).

The RMA number shall be required via e-mail: support@motorpowerco.it, use subject "RMA Request".

In the request, please, specify: product part and serial number, test date or DOM, fault type and the most detailed description, fault date. An authorization document will be sent, this document must be printed and enclosed with the shipped products.

The acceptance will be subjected to technical, commercial and economic evaluation and duly notified within 2 working days from the receipt of the request.

Shipment of goods must follow all the requirements indicated in the repair procedure and, in order to make extremely efficient its traceability, each shipping document must clearly indicate the associated RMA number.

Motor Power Company will not accept unauthorized returns of materials or any return that is not associated to its relevant RMA number.

By renewing the importance and consideration to the customer needs, Motor Power Company thank you for your cooperation,

Yours Sincerely

Motor Power Company
Customer Service

Dear Customer,

for any product that is returned for repair, Motor Power Company will accomplish an analysis to evaluate the technical and economic advantage of the repair, based on following main terms:

- For motors of the series Penta, Esa, Rok, Tetra and Tetra Compact current repair cost is set at 60% of new item sales price (valid at the date of return). Motor Power Company reserves the right to establish a non-repairable limit in case the operation requested proves not to be cost effective with respect to regular customer purchasing price.
- For direct drive technology motors (series SKA DDL, SKA Compact, SKA DDR and SKA RT) and Duet servomotors with built-in electronics, because of their specific construct characteristics, product customization and the use of electronic components embedded inside the motors, an estimation in advance of repairing cost is not possible, therefore a repair expense quote is achievable only after physical inspection of the unit.
- In case, after functional inspection on test benches, the motor will be judged as irreparable or no defect is found, a fee of 30 euros will be charged.
- In the event that the motor is returned without an indication of the fault, that addresses the problem finding by the operator, but instead imposes a functional check of all the electrical and mechanical parts, the costs for overall analysis will be charged as follows :
 - ESA, Penta, Rok and brushless DC motors, Tetra, Tetra Compact Euro 50 net
 - Duet Euro 80 net
 - SKA DDR / RT / Linear motors Euro 180 net
- These costs for fault identification will be added to the cost of the repair.
- We accept motors return only if motors are compliant with their original version, this means without any modification or fitted accessories that have not been mounted by Motor Power Company in its original supply (for example gearboxes, encoders, different connections, brakes, etc..). If the returned motor is received different from its original configuration, Motor Power Company has the right to decline any maintenance on the product and will charge the handling fee for the inspection accomplished.
- Motor Power Company will not manage the disposal of products to be scrapped and will return them to the customer.
- The repaired component will get a further warranty period extension of 12 months; this extension will any case be valid exclusively on the revamped part and will not be relevant for the entire motor.
- Repairs will no longer be carried out on motors that are older than 10 years, as given on the tested date printed on motor label.

- For any further condition not mentioned above, please refer to our current general terms of sale. We remain at your complete disposal for any further information you might require.

Yours sincerely,

Motor Power Company

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