

## 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.

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  
Customer Service

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