

## PROCEDURE OF TECHNICAL ASSISTANCE SERVICE (SAT)

PREMIUM SA offers a Technical Assistance Service (SAT) to its customers consisting in repair, modification or adjustment of the products supplied.

This service is located at our premises in Barcelona. When return products for repair please kindly follow the instructions below:

### SHIPPING INSTRUCTIONS

- The freight cost of the shipment should ALWAYS be paid by the sender.
- There must be a document indicating the contents of the package on the outside of the packaging
- The return should contain a delivery note indicating sender information, brief description of the detected problem and contact person.
- It should be clearly specified whether a repair quote prior to repair is required or the repair should be done directly, which implies a direct acceptance of the repair cost.
- On the shipping label specify "To the attention of Technical Assistance Service or SAT."

PREMIUM S.A. reserves the right to return repairs that arrive without documentation and any indication.

### WARRANTIES

The Technical Assistance Service (SAT) will carry out an analysis which aim is to check whether the claim is justified or not.

The products under warranty must comply with the requirements established by the corresponding General Sales Terms available at [www.premium.es](http://www.premium.es), or in case of custom made products, comply with the particular conditions agreement if any.

In any case the guarantees established herein shall not cover any damages or operational failures caused by:

- Accidents or negligent, improper or unsuitable use.
- Failure in following the instructions and specifications established in the product's datasheet.
- Modifications and/or repairs not authorized by PREMIUM S.A.
- Damages due to fire, floods, earthquakes, atmospheric discharges, actions by third parties or any other reason beyond the normal operating conditions of the equipment and beyond Premium's control.
- Inadequate Transportation.

If a warranty repair request does not meet the above conditions, our SAT department will issue a pre-diagnosis and repair quote. This quote must always be confirmed by the Customer in order to proceed with the repair.

PREMIUM S.A. reserves the right to not repair any product with 10 or more years of life.

## **REPAIR QUOTES**

- The price per hour of the Technical Assistance Service or SAT is 55€.
- The minimum number of hours invoiced by the Technical Assistance Service will be 2 hours.
- The materials used in the repair will be invoiced separately.
- In case the quote is not accepted, 1 hour in concept of labor cost of the Technical Assistance Service will be invoiced and the product will be returned by carriage due.
- If a product is analyzed and, according to technical specifications, no fault is found, customer will be charged with 1 hour labor cost of the Technical Assistance Service and the product will be returned by carriage due.
- All repairs which quote has been sent and has not been answered within a maximum period of 6 months will be recycled.
- Upon accepted quotation, all repairs that have not been claimed by the customer in a period of 2 or more years will be recycled.

## **RETURN OF REPAIRED UNITS TO THE CUSTOMER**

Once the unit is analyzed, the repair quote accepted, and the repair finished, PREMIUM will return the repaired unit:

- By carriage paid if the repair is under warranty (Incoterm DAP).
- By carriage due if the repair is not under warranty (Incoterm FCA).

## **WARRANTY OF THE REPAIRED UNITS**

PREMIUM SA warrants all repairs for a period of 1 calendar year. This warranty is independent of the one already existing of the product and covers the repaired part only.

## **DELIVERY ADDRESS**

PREMIUM S.A.

C/ Pablo Iglesias, 43-45, Local 3 (Planta Baja)

L'HOSPITALET DE LLOBREGAT, 08908

BARCELONA

SPAIN

Delivery schedule: 7-15h

## **CONTACT**

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