



Bonetti RubINETterie Valduggia s.r.l.

USER'S NON CONFORMITY REPORT

Non Conformity N°: _____ (edited by BRV)
Authorization of sale return: _____ (edited by BRV)

This document describes the procedure of handling the return of goods due to assessed or alleged defectiveness (it does not concern returns due to faulty purchase orders):

- ✓ Customer must fill in the parts of the special section of this document (page 1, "Section to be filled in by Customer");
- ✓ Customer sends this form, duly filled in all the parts, only by email to the following address: claims@brv.it; any other way of sending will be not accepted;
- ✓ In good time BRV person in charge holds in due consideration the form and gives it a progressive number (f.i.: *Non conformity n°15*) that is transmitted to the Customer as a statement of consent to return the goods;
- ✓ Before going on, Customer must wait for receiving the Non Conformity number from BRV;
- ✓ Customer sends back claimed goods to BRV together with a delivery bonus free destination
- ✓ The delivery bonus must absolutely quote: (1) reason: "Faulty goods return; (2) The Non Conformity progressive number, f.i.: "Non Conformity n°15"; (3) to the attention of Quality Control Department;
- ✓ The Quality Control Department will inspect the goods received in good time and will issue a Control Report or, if necessary, for components not manufactured by BRV, will send the considered faulty goods to the manufacturer for further inspections and tests (f.i. electric or electronic components): in this case BRV will act in accordance to what arranged by the manufacturer on the basis of its Checking Reports;
- ✓ If case of recognized manufacturing defect due to BRV, specific agreements between BRV and Customer will be taken from time to time (f.i. replacement under guarantee, credit note, etc.).

N.B.:

- ✓ Goods received following procedures different from the above indicated will be not accepted: it'll be put aside and returned to the sender asap.
- ✓ The replacement of goods, if requested before the inspection, will be duly invoiced.
- ✓ If, after a first visual inspection, it is clear that the faultiness cannot be put down to BRV but to an incorrect use of the product or to negligence, carelessness, serious mistake during the installation, an examination cost of Euro 35,00 per piece will be charged.

Section to be filled in by Customer

Customer: _____ Customer Ref: _____ Date: _____

Customer QC: Mr. _____ Email: _____

BRV related delivery note (if available): _____ Dated on: _____

Contingent enclosures: _____

Reference 1

BRV art.: _____ BRV code: _____

Description: _____

Detailed report of the faultiness: _____ No. of pcs suppl.: _____

No. of defect. pcs.: _____

Reference 2

BRV art.: _____ BRV code: _____

Description: _____

Detailed report of the faultiness: _____ No. of pcs suppl.: _____

No. of defect. pcs.: _____

Reference 3

BRV art.: _____ BRV code: _____

Description: _____

Detailed report of the faultiness: _____ No. of pcs suppl.: _____

No. of defect. pcs.: _____



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Section to be filled in by BRV

Inspection and test statement

Deputy person: _____

Date: _____

Detailed remarks:

Date: _____

Actions to be taken to solve the Non Conformity of the returned goods

Ref.	Date	Description of the provisions	Deputy person

Total cost of N.C. in refund

End of N.C. report**Date:** _____ **Signed by Q.M.:** _____