



## WARRANTY CLAIM

Dear Customer,

We hereby inform you that Gianni Ferrari – Officine Bieffebi have organized a procedure for the warranties.

Following accurately the few simple rules hereby mentioned you will help us to give you:

- More precision in valuating your warranty requests
- Reduction of the answering time
- Reduction in returning the credit note
- Improvement of our manufacturing due to a better and more precise information system

### Procedure in claiming the warranties

1. Only warranties claimed on our warranty claim form shall be taken in consideration
2. Each fields of our “claim form” must be absolutely and duly filled in.
3. Warranty claims shall only be considered if we have the warranty voucher and the selling invoice returned to us (invoice to the final customer).
4. Warranty claims must be sent not more than one month after the damage.
5. After the acceptance of the warranty, Gianni Ferrari - Bieffebi shall decide if to send the replacement part or to send a credit note.
6. According to the urgency of the matter, Gianni Ferrari - Bieffebi will send the new part which will be invoiced and then after warranty acceptance will be credited.
7. The acceptance of the warranty might be subject to checking the damage parts. In such case Gianni Ferrari – Bieffebi shall ask to have the part returned. In certain conditions, a photo sent by e-mail shall be enough reducing costs and time.
8. The returned parts should be sent to the respective spare parts department.
9. Each part returned should be identified with the warranty claim number or with a copy of the claim.
10. Only authorized parts can be returned.

Thank you for your help and collaboration

Best regards

Attached our “Warranty Claim” form



**Gianni Ferrari**



# WARRANTY CLAIM

Requested Date		Your Reference		TYPE OF MACHINE			
DISTRIBUTOR  <b>Logo / Stamp</b>		Attachment		Model			
				Chassis N°			
DEALER  <b>Logo / Stamp &amp; Signature</b>		Serial number		Engine			
				USER AND USAGE			
		Name / Company		Address		Purchase Date	
Private use <input type="checkbox"/>		Professional use <input type="checkbox"/>		DESCRIPTION OF DAMAGE			
				Possible cause of damage			
DESCRIPTION OF REPAIR							

PARTS REQUESTED IN WARRANTY		
code	description	quant.

richiesta accettata		richiedere il pezzo	risoluzione		(N)	(I)
SI	NO		(S)	(A)		

NOTE	firma Gianni Ferrari	n° rif.

**[ ] = FIELDS TO BE FILED BY GIANNI FERRARI**  
 (S) = Sostituzione in c/garanzia del pezzo      (N) = Natura del guasto  
 (A) = Emissione nota d'accredito                (I) = Imputazione responsabilità del guasto

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