



## INSTRUCTIONS TO ASSISTANCE REQUEST

- 1) Please fill in the **notice form** in all its parts; please take care to write clearly. The notice form is available either on Sistematica website - [www.sistematica.it](http://www.sistematica.it) > Contacts – or it is possible to ask us for it.
- 2) Please send the filled notice form to: [customercare@sistematica.it](mailto:customercare@sistematica.it)
- 3) Please prepare the item to be examined in a box and put in it the notice form too.
- 4) Please send the box to:  
SISTEMATICA S.r.l.  
VIA PALMIRO TOGLIATTI, 8  
12038 SAVIGLIANO (CN) - ITALY  
N.B.: please note at this moment the transport cost is at your charge.
- 5) After receiving and verifying the received item/s:
  - if under warranty: once repaired, the item will be sent back to you at our charge;
  - if not under warranty: Sistematica will send you a proposal and, upon approval, the repair will be started. The item/s will be sent back to you at your charge.
- 6) Warning: if any anomalies are found, you will be charged of 60,00€ in order to cover the following freights: take in charge of the item/s, verification, transport.
- 7) Sistematica team is available for any further information you would need.