
TECHNICAL INFORMATION

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WARRANTY

All Aerotac products have been submitted to strict quality controls which guarantee the maximum quality of the supplies. If, in spite of this, our customers find some reason of complaint, Aero will replace the stock without charge.

The growing variety of uses of self-adhesives materials and the continuous modifications of the methods and machines used for their conversion and of the substrates to be labelled, make it necessary for the user to carry out tests on the suitability of the material.

Aero shall not be held responsible for the incorrect usage of their self-adhesive products and the risks that could be incurred.

CLAIM HANDLING

All claims should be addressed to our commercial department in written form. In order to solve a claim as soon as possible a customer should provide the following information:

- . order number
- . definition of goods under claim (kind of paper, dimensions, quantity)
- . control number and production date
- . detailed description of the fault or problem
- . sample of the material evidence to support the claim

The maximum period in which a claim should be put forward is 6 months after acceptance of the goods and this refers to hidden faults. All visible faults (mechanical damage, incorrect quantity or type of paper) should be reported within 8 days from receipt of goods.

In case of problems during converting it is recommended to contact the producer by e-mail, fax or telephone and to inform the producer about the problem. Our professional service will always be ready to help you to solve a problem as soon as possible.