

CLAIM SUBMISSION INSTRUCTION

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Please read this procedure before any items are returned as part of a warranty claim.

1. REGISTRATION

[Download](#) the **Warranty Request Form** (EAR-FO-0007) or request it from your commercial contact at Rapro.

Complete the form onscreen and be sure to indicate clearly whether the claim is for defective parts only or for defective parts plus additional cost. Attach copy of the following documents – if applicable:

- An installation / exchange invoice of the concerned Rapro product
- An invoice and proof of the claimed parts and associated additional costs
- Copy of the shipping documents from the Distributor to the Installer.

Register your claim by sending the completed form by email to **Technical Center** TRTechCenter@gates.com

2. RETURN AUTHORIZATION

Once a warranty claim has been registered, you will receive a Return Merchandise Authorization (RMA) Technical Center. It authorizes the return of items as part of the Rapro claims procedure. The RMA includes:

- Formal acknowledgement that a claim has been registered
- Details about how to organize the efficient return of all items
- A name of authorized carrier that must be used for all items returned.

Will only pay all freight charges when the authorized carrier is used. Use of non-authorized carriers is at the expense of the customer. For details, please follow RMA steps.

3. RETURN SHIPMENT

Follow the steps explained in RMA email to organize pick-up of concerned defective parts. Before shipping any items:

- Carefully pack the defective product to be returned in the package.
- Mark them clearly with RMA/claims reference numbers, make sure that it is visible on the package.
- Follow the returns procedures outlined by the RMA.

4. CLAIM ANALYSIS

Claims will be processed within maximum **21 days after delivery** of returned parts to our Technical Center.

5. CLAIM FEEDBACK

Feedback will be provided in an email notification sent by Technical Center.

- **If your claim is accepted**, you will be notified by e-mail and notification will be followed by refund issued by our commercial team. Rapro retains items that are part of an accepted claim.
- **If your claim is rejected**, you will be notified by e-mail and notification will contain a detailed '**Returned Parts Analysis**' report. In case of a rejected claim, items **can only be returned**:

- 1) At the expense of the customer and
- 2) If the customer specified this preference in the relevant section on the '**Warranty Request Form**'.

The Technical Center team does not handle disagreements with findings provided in the 'Returned Parts Analysis' report.

6. TERMS AND CONDITIONS FOR ALL CLAIMS

- All warranty claims are handled by the Technical Center.
- Receipt of an RMA does not constitute acceptance of claims by Rapro.
- RMA/claims reference numbers must be clearly marked on all items.
- Claims will usually be resolved within 21 days from the date that all items are received.
- Rapro will only pay all freight charges when the authorized carrier is used.
- Missing or incorrect data may result in rejection of your claim (claim can be re-submitted)
- Unreadable and / or handwritten claim submissions may result in rejection of your claim (claim can be re-submitted)
- All information about Rapro Warranty process is available at the Rapro Website: <https://www.rapro.com.tr/en/warranty>
- An accepted claim:
 - Products submitted as part of an accepted claim are retained by Rapro.

- Documents submitted by customer during the claim registration (see point 1. Registration) will be used as a base to calculate value of the credit note; however the credited amount will be aligned to:

- 1) Parts: purchase price from Rapro and
- 2) Installation / Exchange costs: according to average time needed to replace the defective product and labour cost per hour in Euro published by Eurostat and relevant to country stated on the submitted invoice,
- 3) Additional parts and cost: compensation of actual costs.

- A rejected claim:

- Parts submitted as part of a rejected claim will be returned at the expense of customer.

- A request for the return of parts must be made on the 'Warranty Request Form'.

- Rapro reserves the right to dispose of the parts within ten (10) working days, in accordance with Rapro destruction policies or the return of the rejected products will incur delivery charges and/or fees in the cases of:

- Have not stated the return shipment details (Carrier name & account);
 - Have not stated that Rapro must return rejected parts (Warranty request form incomplete);
 - Have not wished that the parts are returned;
 - Customer-commissioned pick-up of parts did not occur.

After the period of ten (10) working days, the parts will no longer be on the Rapro premises.