

VI.BE.MAC. POLICY

1. Installation certificates

- When a new machine is installed, Vi.Be.Mac. must receive the installation report and the duly filled **installation certificate**. In case Vi.Be.Mac. does not receive the documents within two months from the date of the invoice, the warranty period of the machine will start from the invoice date.
- The warranty period for the machine is one year, unless you choose to purchase an extension of one or two years.

2. Claim and parts sent under warranty

- If Vi.Be.Mac. sends you parts under warranty, Vi.Be.Mac. will bear the transport charges.
- When you send the defective parts back, Vi.Be.Mac. will pay for the transport. Please refer to the proforma invoice (FOC) for the list of parts that need to be returned to Vi.Be.Mac.

3. How to send back the damaged/defective parts ?

- Please fill out the **claim back form** carefully.
- Send the completed claim form to Vi.Be.Mac. as a draft and await the confirmation before shipping out the goods.
- Only proceed with shipping after receiving Vi.Be.Mac. confirmation.

Vi.Be.Mac. aims to minimize interruption to your production by providing a proforma invoice named FOC for the anticipated replacement of defective or damaged parts.

However, please note the following terms:

- If you do not return the defective parts as indicated in FOC proforma invoice within 45 working days of the AWB date, Vi.Be.Mac. will issue an invoice notice with all necessary information.
- In case of no feedback received from your end within 30 days, Vi.Be.Mac. will charge you the cost of the parts as per the price list.

4. Items under repair

Before sending any item for repair, please fill out the **reparation form** and include a clear description of the problem noticed.

- The item must be sent to Vi.Be.Mac. on a prepaid basis, while the shipment of repaired goods will be on an ex-works basis.
- After receiving the item, Vi.Be.Mac. will provide you with a quotation for the estimated cost of repairs. You will have 20 working days to confirm the same quotation. Once confirmed, Vi.Be.Mac. will proceed with the repairs, which are normally completed within 10 working days. When the reparation is complete, the items will be sent back to you. Any changes in the repair time or cost will be communicated to you in advance.
- If Vi.Be.Mac. does not receive any confirmation within 20 days from the quotation, the item will be returned as unrepared goods on an ex-works basis.

5. Return process for parts received by Vi.Be.Mac. mistake

Please fill out the *spare parts return form* clearly mentioning the reason for the return before returning the wrong parts to Vi.Be.Mac.

- Only after receiving the confirmation, you may ship out the parts.
- Vi.Be.Mac. will cover the cost of the shipment.

6. Return process for parts that you have wrongly ordered:

Please fill out the *spare parts return form* clearly mentioning the reason for the return before returning the wrong parts to Vi.Be.Mac.

- Only after receiving the confirmation, you may ship out the parts.
- The goods must be sent to Vi.Be.Mac. on a prepaid basis.

For further information and access to the necessary documents mentioned above, please visit the following link:

<https://www.vibemac.com/services/> or write an email to customercare@vbm-grp.com

Please note that these forms are subject to change without notice from Vi.Be.Mac. side.

