

General conditions of sale

All commercial relations between Astrel Group srl and its customers are exclusively governed by the General Conditions of contract hereby. Such conditions might be substituted by specific written agreements.

Astrel Group trades:

- Products on the catalogue or serial products;
- Products realized on customer specific designs, where Astrel Group is required to merely realize and implement the customer design and where any change of the original project are forbidden;
- Products realized on customer specifications in collaboration with Astrel Group designs;
- Customer assistance on products already sold.

Right of withdrawal

Within 14 days the customer has the right of withdrawal in the case of distance or off-premises contracts, with written notice according to the conditions hereby. Such termination will be valid from the date of the conclusion of the contract (for services) or physical possession of the goods (for sales).

Warranty conditions

Without prejudice of the law of the consumer, Astrel Group, as a supplier, acknowledges a warranty of 24 months from the date of fabrication reported on the correspondent label, whilst as a reseller it acknowledges the law warranties according to the applicable Italian law. Concerning the products belonging to category 2, the warranty offered by Astrel Group is valid for 12 months, unless otherwise agreed in written agreements between the two parts.

All performance under warranty and all repairs will be carried out at Astrel Group plant.

UE and extra UE customers shall provide the products to repair, freight prepaid, to Astrel Group storehouse. Any additional cost due to custom duties and import operations will be charged at the customer expenses.

All performance and all repairs won't be under warranty if related to damages caused by misuse, negligence, improper installation, problems caused by an unsuitable electricity service, damages caused by supercharging or electrical damages.

The material repaired under warranty or replaced will be delivered duty unpaid and Ex-Works (Incoterms 2010). In case of dispute, the legitimate court will be exclusively the court of GORIZIA (Italy), under the Italian law.

The goods shall be returned complete of all parts and properly packed.

The repaired goods will be sent to the customer at their risk, even in case the transportation is carried out by Astrel Group; the additional cost will be subject of agreement according to the nature and the responsibility of the repair operations required.

The returned goods shall be considered as accepted (meaning verified) the moment the customer receives them.

Astrel Group will carry out the repair or replacement of goods within 60 days upon their arrival, unless otherwise agreed in writing.

Any claim on the goods repaired and returned shall be presented within 8 days upon goods receipt to the customer.

All invoices shall be considered as accepted after 8 days of receipt.

Any operation of technical assistance on Astrel Group goods installed at customer's place (either under warranty or not) will not be responsibility of Astrel Group, unless otherwise agreed, since Astrel Group does not operate in the site, but in its headquarters.

Conditions of repair

- All the goods sent to Astrel Group under repair or due to other reasons shall be promptly noticed and authorized, or rejected in case of denied approval.
- The customer shall send a written request of authorization for the returned goods, specifying for each part: the date reported on the label, Astrel Group's code or customer code and the description of malfunctioning. Thereafter, Astrel Group will notify the material returned authorization (MRA) to the customer.

Privacy

The customer hereby authorizes the processing of personal data, including sensitive and identification data, in compliance with the articles 4, 7, 13, 25 and 26 of law 196 dated 2003, which the customer has knowledge about. The customer can withdraw the authorization of processing personal data any moment with written notice, according to the information hereby.

Returned goods from the production lines

- All goods rejected by the assembly lines shall be returned with the notification "ASSEMBLY LINE" on a list including only rejected goods.
- Upon receipt, Astrel Group will check the goods to control the quantity and the codes. In case of no correspondence on the customer documents, such differences will be reported on a written form.
- Each product will be notified by an internal number, and it will be subsequently repaired or replaced. All missing parts (temperature probes, cables, fuses, connectors, heaters, housing) will be added thus providing a finished product, at the customer expenses. In addition, all parts found damaged due to misuse or tampering will be charged.
- The customer will receive a report on the repairs carried out with the description of the faults found and related costs, and Astrel Group will issue an invoice.

Returned goods from the customer place

- All faulty products shall reach our customer, who will then send them to Astrel Group. Those returned goods shall be replaced after proper notification with the indication "OUTSIDE" on a list including only those goods.
- Astrel Group will carry out a control to make sure that all products are under warranty of Astrel Group.
- Upon receipt, Astrel Group will check the goods to control the quantity and the codes. In case of no correspondence on the customer documents, such differences will be reported on a written form.
- Each product will be notified by an internal number, and it will be subsequently repaired or replaced. All missing parts (temperature probes, cables, fuses, connectors, heaters, housing) will be added thus providing a finished product, at the customer expenses. In addition, all parts found damaged due to misuse or tampering will be charged.
- The customer will receive a report on the repairs carried out with the description of the faults found and related costs, and Astrel Group will issue an invoice.

Special warranty conditions Modo Line

- Astrel Group offers a limited warranty valid for 16 months for electric heaters. This warranty covers the resistive element and the mechanical parts. The warranty does not cover possible faults caused by dry run, tampering or freeze damages.

Special warranty conditions Hottoh Line

- HB Products Starter Kits, EVO Starter Kit, ECO Starter Kit

Astrel Group offers a limited warranty exclusively for the components quoted above.

Such kits are provided with an application software for general purposes.

Astrel Group does not assume any responsibility for damages issuing from non-operation or malfunction of the devices on which Starter Kits are installed, since the functioning of such products is subject to changes of the application software for general purposes, to changes carried out by the user with a specific program and are therefore out of ASTREL GROUP's control.

Astrel Group hereby cancels and replaces any other general condition of supply previously provided.

Astrel Group S.r.l.