



# TICKET/ID FORM

Form

M\_LO007\_EN\_R00

## 1. ACCEPTANCE PROCEDURE

1. **Fill up this module** and send it through a) clicking on the button in bottom-right Page 2, b) sending via e-mail to the following address: [customer.service@stirepair.com](mailto:customer.service@stirepair.com)
2. Wait for the relevant **TICKET/ID** provided by STI and sent to contact person through e-mail to declared address (please see Section n. 7); please, consider that only items includes in section n. 7 (see Page 2) will be accepted;
3. Ship items taking care to include **TICKET/ID** on Packing List and packages;
4. Include **copy of the TICKET** and the Packing List along with the shipment;
5. The goods are always and only at the Customer's risk and danger;

**Any missing point along the procedure described above, will not allow us to collect items shipped.**

## 3. SALES REPRESENTATIVE

- No Sales Representative
- Sales Representative (name & surname) \_\_\_\_\_

## 2. PRIVACY POLICY

STI s.r.l. process your personal data in compliance with the provisions of EU Regulation 679/2016 ("GDPR") and Legislative Decree 196/2003. The data will be processed in paper, electronic and telematic format for the following purposes: i) administrative management of the supply or service contract, ii) management of your commercial and technical requests, iii) execution of the obligations deriving from the existing contractual relationships between you and STI.

Fulfillment of legal obligations. The data controller is STI srl Via dell'Artigianato IV Traversa, 5 63076 Montepredone (AP) - Italy in the person of its pro-tempore legal representative. In relation to the processing of data, you may exercise, where provided for, the rights pursuant to articles 15-21 GDPR and art. 7 Legislative Decree 196/2003. Place of data processing: Italy.

## 4. CUSTOMER RELATIONSHIP MANAGEMENT

- New Customer     Existing Customer
- Contract Number \_\_\_\_\_ dated \_\_\_\_\_

## 5. COMPANY INFO (If already registered, please fill out only mandatory fields \*)

### CUSTOMER Information

*Company name:	
Address:	Region:
Zip code:	Nation:
Tel.:	E-mail:
VAT number:	

### CONTACT PERSON

*Name:	*Surname:
*Mobile:	*E-mail:
*Role:	
<input type="checkbox"/> Distributor	<input type="checkbox"/> Installer
<input type="checkbox"/> E.P.C.	<input type="checkbox"/> O&M
<input type="checkbox"/> Other _____	<input type="checkbox"/> Final user

## 6. GENERAL TERMS & CONDITIONS

- All item/s (whether under warranty or not), for which any kind of service (i.e. repair, refurb, etc.) is requested, must be authorized by STI S.r.l. through a TICKET/ID (traceability);
- The customer will be able to send items only when he is TICKET/ID has been sent by STI; TICKET/ID must be included on Packing List and packages;
- Round trip shipping costs (whether times are under warranty or not)), are specified in the VALIDATION section on Page 2 of this FORM;
- The customer acknowledges and accepts that items may not be repairable (due to technical reasons or not affordability). In any case, regardless of the repair feasibility, he recognize and agree that a preliminary inspection, aimed to fault diagnostic and analysis, is needed. In case of a preliminary inspection negative outcome, or in case of items impossible to be repaired, the customer expressly undertakes to: i) refund preliminary inspection charge to STI, valued € 150.00 (euro onehundredfifty/00) + VAT (if needed) as a lump sum amount for each item specified in Section nr. 7 (Page 2); ii) collect, at his own expense, item/s not repairable. In this regard, it should be noted that, where the customer does not comply with oprevious letter i), he recognize and agree that STI will have the right to retain the relevant item/s according to Art. 2756 of the Italian Civil Code. Furthermore, in case of non-observance of the previous lett. ii), by signing this document, the customer hereby authorizes STI to dispose item/s not repairable according to Legislative Decree 49/2014, charging the customer for any costs;
- If item/s, still under warranty (released by STI), are found to cannibalized (parts missing) and/or rigged (i.e. warranty seals broken up), the latter cannot be accepted under warranty. At that point, if repairable, a proposal will be sent, including charge of the management and shipping costs incurred in advance by STI. If the customer does not accept the proposal, previous Art.D shall be applied;
- Item/s recognized under "Warranty" by STI, round-trip shipping will not be charged;
- STI and its affiliates liability to all claims of any kind arising out of, or in connection with, the supply of products or services to the customer, or otherwise an agreement, including any indemnity, penalty or early liquidation of the damages (the "claims"), will be limited to a maximum total amount (the "Liability Limit") equal to: (I) twenty percent (20%) of the total price paid up by the customer for the products and/or services to which such complaints refer. For services provided on the basis of specific phases, pre-established periods of time or states of progress (the "states of progress", possibly indicated in an agreement, the maximum liability will be further limited to twenty percent (20%) of the total price for any such state of play, for all claims arising out of, or relating to, such state of affairs. Under no circumstances shall STI be liable for any lost profits, lost savings, loss of data, reputation or goodwill, consequential damages, incidental, punitive, special, or consequential, whether such damages are based in tort, warranty, contract, or otherwise - even if STI has been advised of or knows of the possibility of such damages. Under no circumstances shall STI be liable loss of data contained within any equipment that is capable of storing process or sensitive data, whether or not such damage is based in tort, warranty, contract or otherwise - even if STI has been advised of or knows of the possibility of such damages.

**7. ITEM/S** (for each ITEM, please fill-up relevant field in column "#", specifying service type requested according to "yellow boxes" below - i.e. "R" for Repair)

**R** Repair   
  **G** Refurb   
  **S** Swap   
  **E** Technical Examination   
  **W** Return Authorization   
  **A** Other \_\_\_\_\_

N.	#	Brand	Type (*)	Model (*)	S/N (*)	Power	Weight	Fault detected (1)	Plant Name (2)	PROMO CODE (3)
01										
02										
03										
04										
05										
06										
07										
08										
09										
10										
11										
12										
13										
14										
15										
16										
17										
18										
19										
20										

**NOTES:** \_\_\_\_\_

To let us handle your request efficiently, please make sure to fill up with all INFO requested in table above. (1) It's strongly recommended insert fault code displayed on inverter HMI and/or the fault found on filed (i.e. burn marks,etc.) (2) Fill up with the PV plant name where item/s are coming from; (3) The PROMO CODE is issued on special blanket orders relating to items in the price list. To activate special conditions, it's mandatory to fill up this filed with relevant PROMO CODE released.

(\*) Be careful to correctly identify and fill up all fields INFO requested (especially S/N) as they may get confused on some devices. Please take a look to the following example:

> Brand: "ABB" - Type: "Three-phase" - Model: "TRIO 27.6" - S/N: "14567734xx" - Power: "27,6 kWp" - Weight: "70 kg" - Fault Detected: "E031" - Plant Name: "Solar 1" - PROMO CODE: "None"

**8. TECHNICAL DOCUMENTATION**

If requested, please send a copy of the PV Plant SLD, Inverter User Manual, Inveter Data Sheet, etc. and, more in general, all technical docs & specs eventually useful to assess a first troubleshooting or preliminary inspection.

**9. PROCEDURE**

Once the FORM has been filled up, please send it using the appropriate button on bottom-right on this Page ("Click HERE to SUBMIT"). This AUTOMATIC Procedure will allow us to speed up our Ticket Management Process.

If it is not possible to proceed electronically (using "Click HERE to SUBMIT" button) , you can proceed manually (print-fill-in-scan-email), In case of NO-AUTOMATIC Procedure, remember to send this FORM properly STAMPED & SIGNED to customer.service@stirepair.com

**N.B. Please consider that NO-AUTOMATIC Procedure will require more time to be handled.**

DATE OF REQUEST

NAME AND SURNAME (BLOCK LETTERS)

MAIL ADDRESS (FOR SENDING ASSIGNED TICKET)

**Timbro e Firma del Richiedente**

for acceptance of all the conditions referred to in points 1 to 8