



RETURN PROCEDURE



RETURN CATEGORIES

NON - CONFORM

CORE

WARRANTY

GENERAL TERMS



1. *All returns must be authorised by CASCO S.p.A.*
2. *The request has to be submitted to our office by email at fatturazione@cascospa.com or to your CASCO contact. Please refer to slides n° 9 – 10 for the documents required. IMPORTANT: 1 RETURN REQUEST FOR EACH TYPE OF RETURN CATEGORIES.*
3. *Following the receipt of the request, CASCO SpA issues a returns authorisation, identified by a unique number.*
4. *Once issued, CASCO SpA will collect the goods from your warehouse. The goods have to be packed as indicated in the slide n° 11 and the returns authorisation issued by CASCO must to be included in the boxes/pallets with the goods.*

NON - CONFORM

▶ “NON – CONFORM” is a category of return due to:

1. Wrong Quantity sent by CASCO
2. Different Code sent by CASCO
3. Mistake in the units ordered by Customer*

- Points 1 – 2

Transportation cost will be paid by Casco

- Point 2

Do not instal the wrong unit

- Point 3

Casco collects the goods but the cost will be invoiced to the Customer;

Do not instal the wrong unit



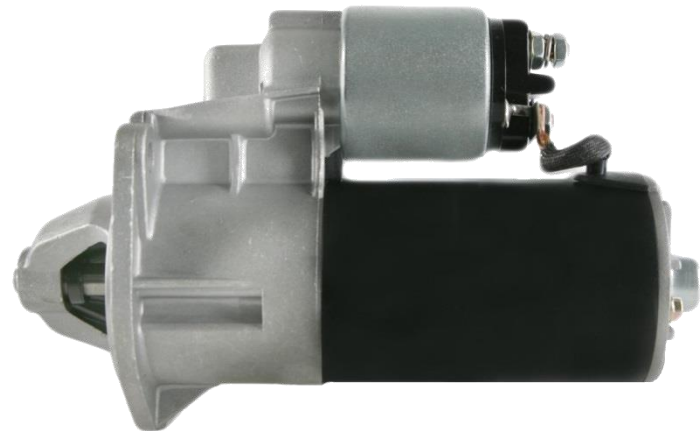
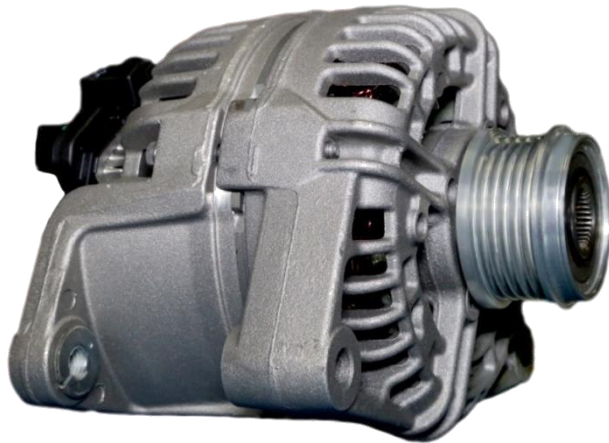
***Warning! For acceptance will be allowed a maximum period
of 7 days from
the date of receipt of the wrong product.**



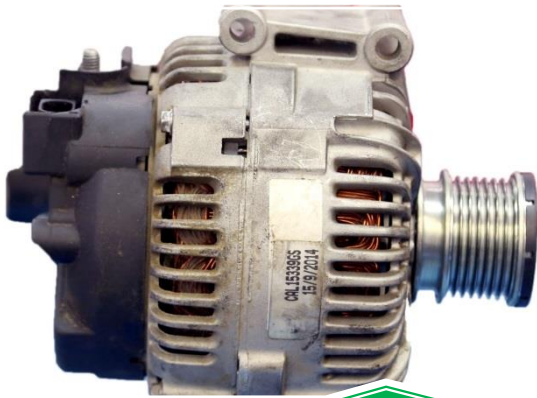
CORE

The cores are related only to CASCO sales with Part Number ending with **RS suffix**.

Before returning cores, the customer should ensure that the core quantity and value to return is equal to the core quantity and value charged by Casco.



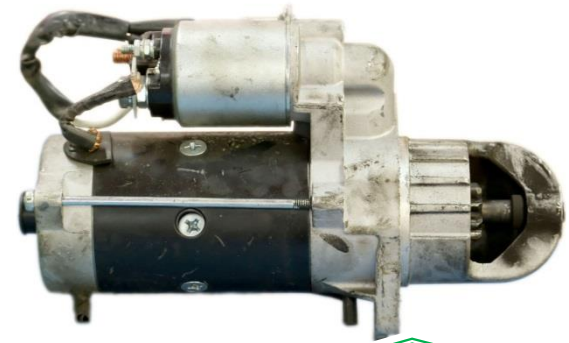
RETURN ACCEPTANCE CRITERIA



No damage to the unit



Shaft is able to turn.
On starters this could
require a tool



Complete unit

If the criteria above are not fulfilled, core returns will not be accepted.

WARRANTY

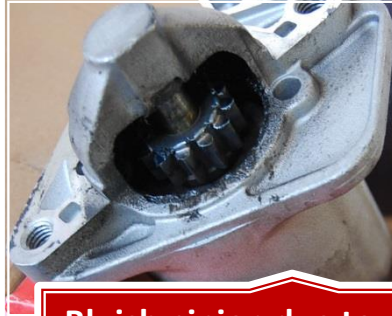
- All products sold by CASCO SpA have 12 months warranty from the date of assembly. If the assembly is made later than 12 months from the purchase of the unit, it is necessary to send proof of the assembly to obtain the warranty (i.e. the invoice of the assembler).
- The Warranty is invalid when there is functionality problem. For further details please refer to slides n° 8.
- Returns under warranty will not be accepted if the request for authorisation sent to CASCO SpA does not contain all the information required in the slides 9 – 10.
- ▶ Transportation marks
 - *Goods will be collected by Casco. If the warranty claim is rejected, CASCO SpA will invoice the cost of the collection to the customer.*



RETURN ACCEPTANCE CRITERIONS



Cracked bell-shaped



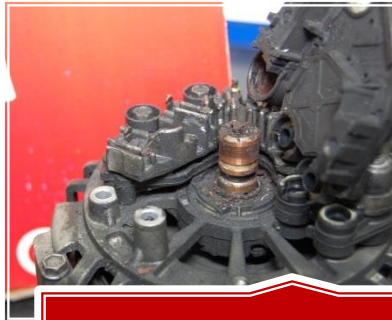
Bluish pinion due to overheating



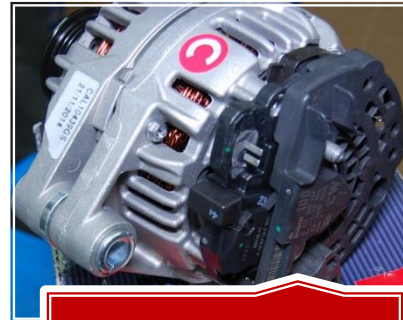
Damaged pinion



Disassembled



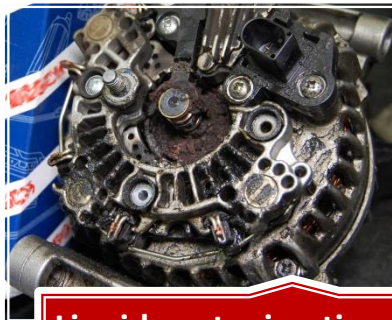
Worn out slip ring



Plug-in broken



Damaged rotor



**Liquid contamination
(e.g. Oil, water...)**



External cause



RETURN AUTHORIZATION REQUEST

The customer must issue a separate document for each category:

- Non conform
- Core
- Warranty

Basic information MUST be provided:
Casco Delivery Note N° and Date, Codes, Quantity and Defect Descriptions.

EXAMPLE

COMPANY'S LOGO or STAMP		RETURN AUTHORIZATION REQUEST		Casco Document Number		
		Choose: NON CONFORM / CORE / WARRANTY		Date		
FILL OUT BY CUSTOMER						
Document number:						
Address:						
Tel/Fax:						
Mail:				CASCO S.p.A.		
				Industrial Area ASI SUD-P.A.C.		
				81025 MARCIANISE (CE)		
				Tel : +39 0823 696161 Fax : 0823 581125		
				Mail: fatturazione@cascospa.com		
CUTOMER DATA						
PERSON IN CHARGE:						
FILL OUT BY CUSTOMER					Casco Admin.	Warehouse Casco
CASCO CODE	Q.TY	N° Delivery note CASCO	Delivery note Date	DESCRIPTION OF THE DEFECT	Casco Authorization	Outcome control
					N	R
					A	
						Comment
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
STAMP AND SIGNATURE OF THE CUSTOMER					STAMP AND SIGNATURE CASCO	

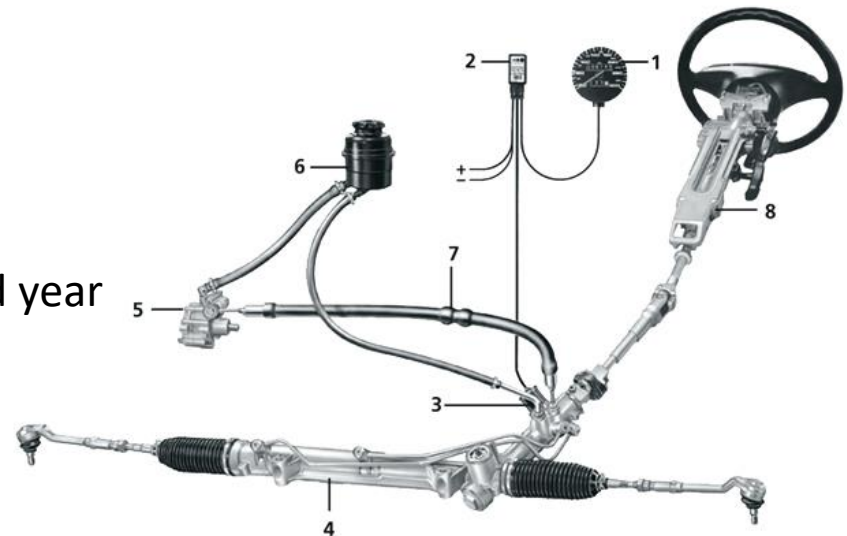
Please find above an example which, if required, may be downloaded from our website (Useful Info).

AUTHORIZATION REQUEST TO RETURN

FILL OUT BY CUSTOMER					Casco Admin.	Warehouse Casco			
CASCO CODE	Q.TY	N° Delivery note CASCO	Delivery note Date	DESCRIPTION OF THE DEFECT	Casco Authorization	Outcome control			
						N	R	A	Comment
1									
2									
3									
4									
5									

If the request concerns products in the "Steering" range, enter the available information in the "Description of the defect" field as:

- Vehicle behavior
- Defect code from vehicle diagnostics
- Defect of the previous product
- Installation date
- Vehicle data as license plate, model and year



CASCO Administration
carries out checks on the
guarantee conditions

IMPORTANT!! This document MUST be included inside the boxes/pallets

IMPORTANT

11



SHIPPING RETURN

*The returned goods **MUST** be packed and divided by:*

- Non conform (in original packaging)
- Core (in original packaging)
- Warranty



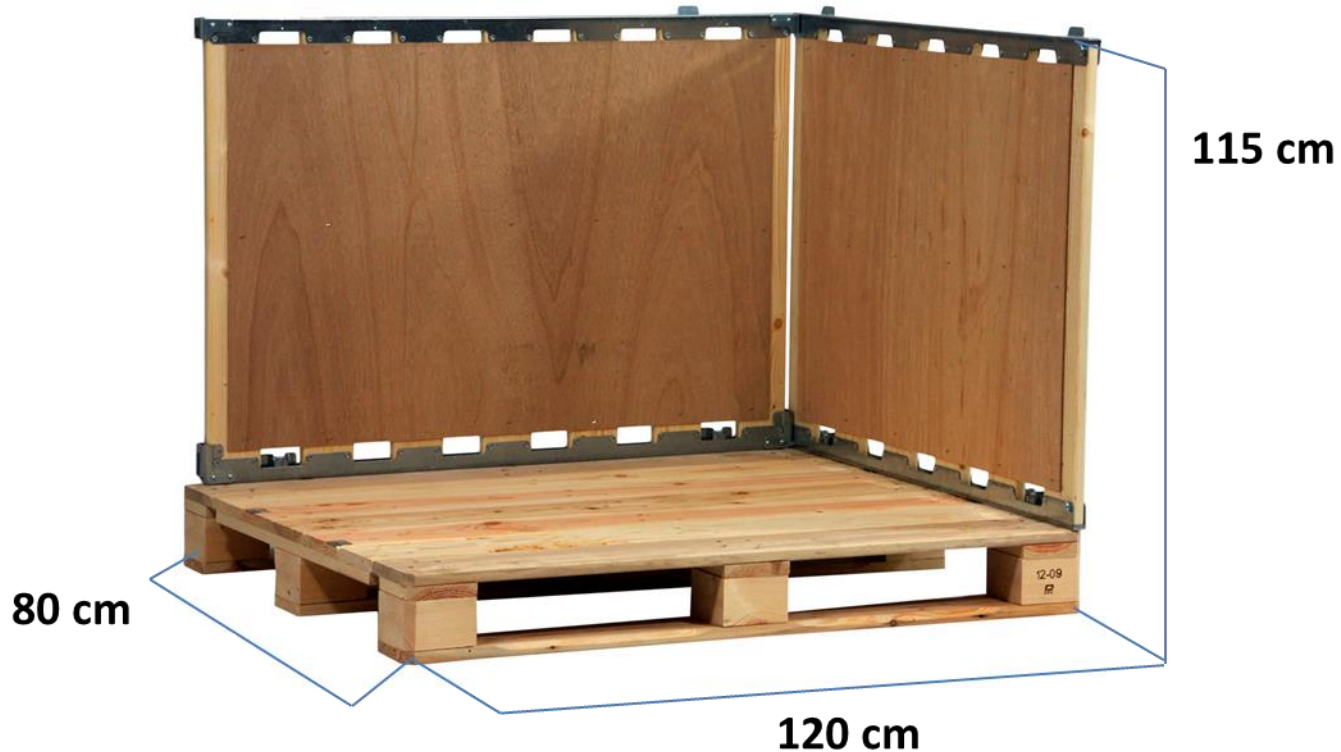
Don't forget to include a copy of the stamped Return Authorisation.

IMPORTANT

A separate Delivery Note/Return Authorisation for each of the three return categories is mandatory

PACKAGING QUANTITY, WEIGHT & SIZE

- ▶ **Number, weight and size** for each box/pallet always to be provided.
- ▶ **Regarding Pallet:** size has to be **80x120x115 cm**. *If not possible, pallets of 100x120x115 cm may be accepted.*



IN-TRANSIT DAMAGE

CASCO SpA carries out checks of the state of all goods before shipment. Damage to items in-transit is not covered by our warranty. Therefore, if the boxes/pallets show any sign of damage, we suggest always to accept goods *“with reservation”*.



*in order to prove that the piece has been damaged during transport, we ask you to photograph the external and internal packaging before taking the product.



CHECK

Technical Department proceeds to examine the returned goods (stamped by Casco):

- ▶ A Credit Note will be issued if testing confirms the defect specified by the customer;
- ▶ For rejected warranty, the units will be sent back to the customer and transportation costs will be charged.



CREDIT NOTE

Casco Administration will issue the final Credit Note as quickly as possible



RETURN BY E-COMMERCE

In the near future, it will be possible to organize the return of goods by E-Commerce

The screenshot displays the 'Rendered Request' page on the Sando e-commerce website. The page features a red header with the Sando logo, 'eCommerce' branding, and navigation links like 'Home Page', 'E-commerce', 'Log Off', and 'Shopping Cart'. A left sidebar contains navigation menus for 'Video catalogues', 'Information' (Privacy, Send email, Conditions of Use), and 'Categories' (listing various car parts like alternators, carcases, and motors). The main content area is titled 'Rendered Request' and includes a search bar and a note: 'The fields marked with * are mandatory'. Below this, the 'Rendered Type (*)' section is highlighted with a blue circle. A blue arrow points from this section to a larger, detailed view of the 'Rendered Type (*)' form. This detailed view shows four radio button options: 'RESO NON CONFORME', 'RESO PER GARANZIA', 'RESO CARCASSA', and 'RESO PER GARANZIA FUORI LIMITE'. A red 'BACK' button is located at the bottom of this form. The right sidebar contains additional navigation elements like 'Languages', 'Quick Find', 'Advanced Search', 'More functions', 'Fast Order', 'Manufacturers' (with a 'Please Select' dropdown and 'Lucas' as an example), and 'Shopping Cart'.

ALTERNATIVE SOLUTION

- ▶ Our experience shows us two different actual values:
 - On GS series = 0,56% warranty
 - On the rest = 2,08% warranty

- ▶ We propose to you the concept of an extra discount for warranty:
 - On GS series = 1,00% warranty
 - On all others = 2,50% warranty

This credit to be calculated and issued every six months.

As an additional option, if you provide a six monthly list of warranty units, Casco will check and make an offer to purchase as core.

What is your CHOICE?





*Thank you for
your cooperation*