



PROCEDURE OF TECHNICAL ASSISTANCE SERVICE (SAT)

PREMIUM SA offers a Technical Assistance Service (SAT) to its customers consisting of repair, modification or adjustment of the products supplied.

This service is located at the same facilities where we manufacture and test all our products. By this reason and in order to make quicker and more efficient our technical service we request to follow the return instructions below.

SHIPPING INSTRUCTIONS

- The freight cost of the shipment should always be paid by the sender.
- Enclose to the return a delivery note indicating sender information and a brief description of the detected problem.
- Indicate contact person and specify clearly whether a repair quote prior to repair is required or the repair should be done directly, which implies a direct acceptance of the repair cost.
- On the shipping label indicate "Attn. SAT."

WARRANTIES

The Technical Assistance Service (SAT) will carry out an analysis which aim is to check whether the claim is justified or not.

In order to consider that a product is under warranty the requirements established in the **Certificate of Guarantee** of our products must be accomplished. In case of customized products, the requirements according the contract must be met.

The guarantees established herein shall not cover any damages or operational failures caused by:

- Accidents or negligent, improper or unsuitable use.
- Failure in following the instructions and specifications established by the product's datasheet subject to the complaint and into force at the shipping date.
- Modifications and/or repairs not authorized by Premium's Technical Assistance Service.
- Damage due to fire, floods, earthquakes, atmospheric discharges, actions by third parties or any other reason beyond the normal operating conditions of the equipment and beyond Premium's control.
- Inadequate Transportation.
- Parts with serial numbers that have been manipulated, missing or non-identifiable.

In case of determining that the claim is not justified, a repair quote will be issued prior to the repair of the equipment, checking and carrying out a diagnosis of it.



REPAIR BUDGETS

- The price per hour of the Technical Assistance Service or SAT is 50 € /hour
- The materials used in the repair will be invoiced separately.
- In case of not being accepted the budget, 1 hour of work of the Technical Assistance Service must be paid and the product will be returned by carriage due (Incoterm EXW)
- All repairs that after the analysis is verified that according to technical specifications works correctly, must be paid 1 hour of work of Technical Assistance Service and the product will be returned by carriage due (Incoterm EXW).
- All repairs which budget has been sent and has not been answered within a maximum period of 6 months will be recycled.
- All repairs that have not been claimed by the customer in a period of 3 or more years will be recycled.

RETURN OF REPAIRED UNITS TO THE CUSTOMER

Once the returned unit is analyzed, the repair budget accepted and the repair finished, PREMIUM will return the repaired unit:

- By carriage paid if the repair is under warranty (Incoterm DAP).
- By carriage due if the repair is not under warranty (Incoterm EXW)

WARRANTY OF THE REPAIRED UNITS

PREMIUM SA warrants all repairs for a period of 1 calendar year. This warranty is independent of the one already existing of the product and covers the repaired part only.

DELIVERY ADDRESS

PREMIUM S.A.
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CONTACT

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