

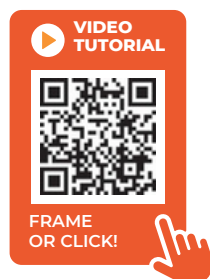
OPENING A CUSTOMER RETURN PROCEDURE (TOF RC MODULE)

Dear customer,
we would like to specify the guidelines relating to the management of repairs or replacements of products under warranty (OPENING CUSTOMER RETURN FORM **RC**) and of which we kindly ask you to take good notice.

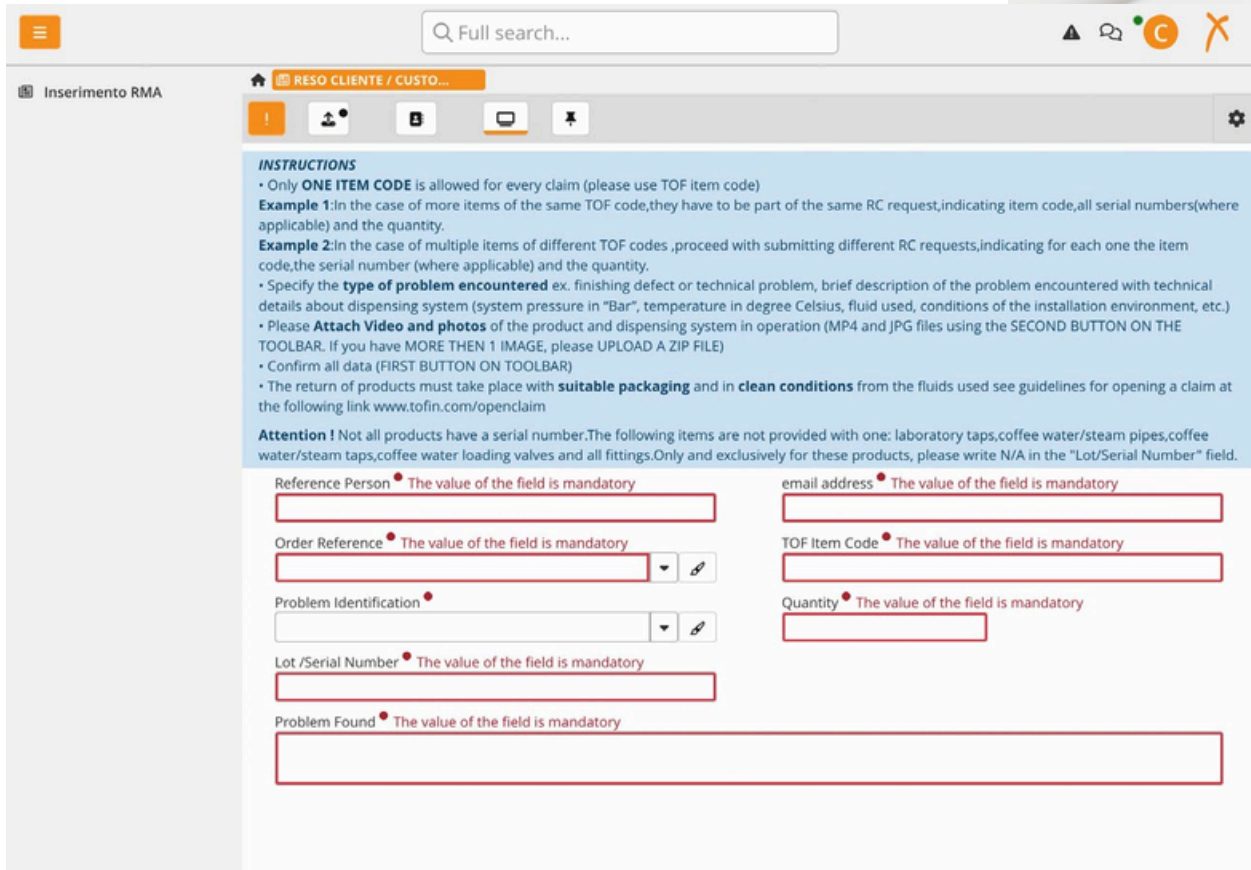
GUIDELINES IN DETAIL:



- The opening of returns will take place via TOF Arxivar digital platform at the following link <https://arxivar.tofin.com/ArxivarNextWebPortal> we kindly ask you to request the first access credentials (**username and password**) to your commercial reference and to fill in the required fields. The operation will take you only a few minutes.
- To know how to access the Arxivar Portal please follow this link en.tofin.com/openclaim
- The return request will be RECEIVED AND ANALYZED; FOLLOWING YOU WILL BE COMMUNICATED IF REJECTED OR ACCEPTED WITH RESERVE...;
- If ACCEPTED, you will be given a RETURN CODE number (**RC / 21...**) which must be written on the delivery document DDT and indicated in any subsequent communications.
- If there are several article codes in the return, you will be asked to open a (**RC**) for each individual article code.
 - **Example 1:** In the case of more items of the **same TOF code**, they have to be part of the same RC request, indicating item code, all serial numbers(where applicable) and the quantity.
 - **Example 2:** In the case of multiple items of **different TOF codes**, proceed with submitting different RC requests, indicating for each one the item code, the serial number (where applicable) and the quantity.
- It is possible to send products subject to complaint only **within the period of validity of the 12-month warranty**; the return of items not covered by warranty must be authorized in advance by TOF srl personnel.



ARXIVAR PLATFORM



INSTRUCTIONS

- Only **ONE ITEM CODE** is allowed for every claim (please use TOF item code)
- Example 1:** In the case of more items of the same TOF code, they have to be part of the same RC request, indicating item code, all serial numbers (where applicable) and the quantity.
- Example 2:** In the case of multiple items of different TOF codes, proceed with submitting different RC requests, indicating for each one the item code, the serial number (where applicable) and the quantity.
- Specify the **type of problem encountered** ex. finishing defect or technical problem, brief description of the problem encountered with technical details about dispensing system (system pressure in "Bar", temperature in degree Celsius, fluid used, conditions of the installation environment, etc.)
- Please **Attach Video and photos** of the product and dispensing system in operation (MP4 and JPG files using the SECOND BUTTON ON THE TOOLBAR. If you have MORE THEN 1 IMAGE, please UPLOAD A ZIP FILE)
- Confirm all data (FIRST BUTTON ON TOOLBAR)
- The return of products must take place with **suitable packaging** and in **clean conditions** from the fluids used see guidelines for opening a claim at the following link www.tofin.com/openclaim

Attention ! Not all products have a serial number. The following items are not provided with one: laboratory taps, coffee water/steam pipes, coffee water/steam taps, coffee water loading valves and all fittings. Only and exclusively for these products, please write N/A in the "Lot/Serial Number" field.

Reference Person • The value of the field is mandatory

Order Reference • The value of the field is mandatory

Problem Identification •

Lot /Serial Number • The value of the field is mandatory

Problem Found • The value of the field is mandatory

email address • The value of the field is mandatory

TOF Item Code • The value of the field is mandatory

Quantity • The value of the field is mandatory

- On the Arxivar platform you will be asked to fill in some mandatory fields in order to request the opening of a customer return. **(RC)**
- You will be asked to enter some data such as the contact person, the order reference to be selected from the list proposed by the portal. Only if this information is not available, select N/A.
- You will be asked to identify the type of problem encountered and you will also be asked to insert photos and videos of the defective product directly on the Arxivar portal.
- Prior to the request to open a CUSTOMER RETURN (RC), check that the product warranty (12 months as per the TOF srl sales conditions available at en.tofin.com/salesconditions) is still valid, **identifying the production batch where possible.**

In order to easily trace the production date of the article in its possession on the portal, you will be asked to identify the production batch of the article taken from the label or the body of the article, as indicated in the following images.



Here's where to find the production batch of the article

KEG COUPLERS



CARBONATORS



COFFEE GROUP HEADS



TAPS



PRESSURE REGULATORS SERIE 24-28



PRESSURE REGULATORS SERIE XS 27



Here's where to find the production batch of the article

SAFETY SHOWERS



FONTS



CLEANING SOCKETS



- **Attention!** Not all products have a serial number. The following items are not provided with one: laboratory taps, coffee water/steam pipes, coffee water/steam taps, coffee water loading valves and all fittings. Only and exclusively for these products, please write N/A in the “Lot/Serial Number” field.
- **Returned items that do not follow the above procedure will not be analyzed.**
- TOF srl reserves the right to refuse deliveries of products subject to complain that do not have the relevant identification number (**RC**). Rejected deliveries will be returned in carriage forward “freight collect” mode.
- The regulations underlying the management of Customer Returns (**RC**) require the **customer to deliver the returned products within 8 working days of the request to open the (RC) itself.**
- The return of products must take place with **adequate packaging** and in conditions of cleanliness from the fluids used.
- It is not possible to return products used for the treatment of **dangerous substances**, as they are potentially harmful to the health of the personnel involved in the analysis of the quality of the product.
- TOF srl will not accept complaints about manipulated products; a (**RC**) opened on such grounds will not be taken into consideration.
- Use **the original TOF srl packaging for the purpose of returning the products;** if it is no longer available, make use of suitable packaging, which allows you to avoid damage during transport.
- The TOF srl warranty is to be considered expired in the event that the products show damage due to transport, negligent use or manipulation.
- **The products subject to the complaint must arrive at our warehouses in Free Port mode.**
- **Transport costs from TOF to customer, of returned items still covered by warranty and accepted by our complaints office, unless otherwise communicated, are paid by TOF.**
- **In the event that the warranty of the returned items is terminated due to improper or negligent use or because the product has been manipulated, TOF srl will repair the products or replace them, communicating in advance the repair or replacement costs through TOF srl sales team.**
- **In the event that TOF srl does not find any defect of manufacturing nature, it will return the products covered by (RC); these items will be returned in the same conditions in which they were delivered, with “freight collect” mode, applying a flat-rate charge of € 200.00 = which will be entirely charged to the customer.**

For more information, we kindly ask you to consult the TOF srl General Sales Conditions, which can also be downloaded from our website:

en.tofin.com/salesconditions

We thank you in advance for your kind cooperation and remain at your complete disposal.

TOF Management



FRAME
OR CLICK!

