

CLAIM ANALYSIS/ INSTRUCTIONS FOR COMPILATION

1. All claims, whatever the type, must be sent to service@hawkpumps.com using the form provided above. Claims sent in any other way will NOT be handled by our after-sales office and will therefore NOT be answered;
2. Please complete the form with as much information as possible, attaching photos of the breakage and of the application and/or video. The more information you provide, the faster LEUCO will be able to respond to your claim.
3. **Within 24 hours** of sending claims, the sender will receive an **assignment code** for the case, indicating that the claim has been accepted and registered by our after-sales office;
4. In the event of doubts regarding the claim, our after-sales staff will contact you to ask you to provide clarification;
5. If the case cannot be closed clearly, our after-sales office may ask you to send the faulty product to our premises in Reggio Emilia. In such cases, you will be notified and assigned a **return code** that must be indicated on the documents accompanying the goods;
6. We will no longer be accepting products that arrive at our premises without prior authorisation from our after-sales office or are not accompanied by a return code. This is to avoid problems identifying the products returned to us, which cause difficulties and lengthier response times;
7. Once we have analysed the product returned, if the guarantee does not apply, we will provide you with an estimate for repair, which you may confirm.
8. If the product sent to us cannot be repaired, or if the estimate is not accepted, we will be forced to return it to you at your expense. Products will not be scrapped.
9. Once our after-sales office has completed the analysis of the claim and clarified any doubts, a **claim report** will be drafted, indicating whether the guarantee is valid or not. This report will then be sent to you by the sales staff in the pertinent area;
10. For all other conditions regarding our guarantee, please see the information provided at the end of our catalogue.