



# PROCEDIMENTO DE REIVINDICAÇÃO DE GARANTIA

# I.1) Defective Product Form

		<h2>DEFECTIVE PRODUCT FORM</h2>	
Send filled in form to:		<a href="mailto:claims@sogefigroup.com">claims@sogefigroup.com</a>	
CUSTOMER STAMP <small>or Customer information (Company name, address, tel.)</small>		DATE	
<i>By submitting the filter to SOGEFI GROUP the Customer authorizes SOGEFI to carry out all necessary tests for the analysis even if they are destructive</i>			
<b>FILTER INFORMATION</b>		<b>VEHICLE INFORMATION</b>	
BRAND		CAR BRAND AND TYPE	
FILTER TYPE		ENGINE TYPE <small>(displacement, fuel type)</small>	
REF. CODE		ENGINE POWER [KW]	
		DATE FIRST REGISTERED <small>(Month/Year)</small>	
		CAR MILEAGE [Km/Miles]	
PROBLEM / DAMAGE DESCRIPTION			
<b>In case of vehicle damage please fill in the following cells</b>			
FILTER ASSEMBLED ON [date]		KM/MILES MADE WITH FILTER	REQUESTED COMPENSATION [€]
			



**All parts of the form shall be completely filled in.**

In case some information are missing analysis will take much longer time.

## I.2) E-mail Address

● **Defective Product Form** shall be sent by e-mail to the following address:

[claims@sogefigroup.com](mailto:claims@sogefigroup.com)

● The email's subject shall be written as follows:

<i>E-mail subject</i>	[BRAND]_[REF. CODE]_[CUSTOMER NAME]_YYYYMMDD_WARRANTY_VEHICLE
<i>e-mail attachment</i>	DEFECTIVE PRODUCT FORM
<i>remarks</i>	<i>Please do always use capital letters for e-mail subject</i>
	<i>YYYYMMDD is the date of the claim (YEAR MONTH DATE).</i>
<i>example</i>	Customer " <u>GAMMADELTA</u> " makes a warranty claim on 25/12/2011 because he deems that PURFLUX product with ref. code "B1234" damaged his car
	PURFLUX_B1234_GAMMADELTA_20111225_WARRANTY_VEHICLE

**Don't forget to attach the "Defective Product Form » !**

## I.3) Shipment of Product

Products shall be sent to the following address (**ALWAYS accompanied** by respective Defective Product Form):

**SOGEFI GROUP**  
**Filtrauto S.A. - Aftermarket Division**  
*Quality Dept. – Technical Service*  
7 Avenue du 8 mai 1945  
78286 Guyancourt cedex  
FRANCE



**In no cases, products shall be opened by the Customer in advance, unless otherwise agreed with SOGEFI personnel**

# II. Warranty Claim Analysis

An email will be sent to the Customer on receipt of the part.

Analysis will take:

- **3 weeks** in case of 1st level analysis.
- **5 weeks** in case of 2nd level analysis.