



CONDSH

GENERAL SALES AND WARRANTY CONDITIONS



The rates do not include VAT, which is paid by the buyer.

**The best solution
for advanced industrial
applications**

WARRANTY / TECHNICAL ASSISTANCE - INSTALLATION / RETURNED GOODS

- The warranty is 24 months from delivery, excluding the parts classified as expendable materials such as: mechanical printing heads, batteries, mass storages (SD, USB, etc.), electric motors, and wheels. The warranty for these expendable materials is 3 months.
- The warranty refers to breakdowns resulting from any construction defect or material defect of the product supplied and covers the cost of labour and spare parts. The product must be returned to Dini Argeo headquarters in its original packaging with shipping paid by the sender.
- If work is required at the place of use, the applicant will bear the technician's transfer expenses. Dini Argeo will bear the labour of the repair and the cost of any replaced parts.
- The warranty does not apply to breakdowns due to improper use or non-observance of the operating instructions, electrical phenomenon, tampering, unauthorized repair attempt, connection to other equipment or removal of any product identification elements (serial number, label, etc.). This warranty doesn't provide for any compensation for damages, direct or indirect, incurred by the user due to complete or partial failure of instruments or systems sold, even during the warranty period. The warranty for the load cells excludes the damages caused by knocks and overloads (the overload is evident if the cell output signal measured, supplied and without load, is an output voltage over 1 mV).

REPAIRS - RETURNED GOODS - RMA

- Repairs at Dini Argeo Italy's premises are made with the hourly charge in force and on the basis of the prices shown in the spare parts price list. If the repair price estimate is necessary before proceeding, the applicant must explicitly request it when ordering the repair of the goods. In this case the repair will be made after the acceptance of the price estimate filled in by the Dini Argeo technical assistance dept.
- The technical assistance and/or installation at the customer's premises is carried out after agreement with Dini Argeo technical and/or sales personnel and with written confirmation for acceptance of the conditions in force at the time.
- The repair of DINI ARGEO products must be requested sending the proper RMA (Return Material Authorisation) form. Once the form has been received the Technical Assistance Dept. will communicate the RMA number to the applicant who will indicate it on the documents accompanying the product. To use this service, simply access the reserved area and fill in the on-line form in order to send the material for repair.
- Returned products will only be accepted, if previously agreed upon and authorised by Dini Argeo's sales office. The credit note will be made with a reduction of 10% off the purchase price with standard products in perfect condition, and will be agreed upon with custom-made products or those not in perfect conditions.

TRANSPORT AND PACKING

- Delivery is Ex Works. The transport risks, loss and/or damage of goods, are to be borne by the buyer even if the goods are delivered carriage free.
- The prices shown include also packing when the goods fit in a carton with dimensions up to 680 x 520 x 320 mm. When the goods take up more space pallets are used.

MINIMUM INVOICING / PAYMENT / OTHER CONDITIONS

- For orders with total amounts less than 50 Euro, the prices will be considered as net (without discount).
- Payment delays, collection fees, and interest arrears, will be charged at the “prime rate” increased by 5 percentage points.
- Any claims or objections do not authorise the buyer to delay or suspend payments.
- The selling prices are considered accepted by Dini Argeo only after written confirmation of the purchase order by Dini Argeo.
- Dini Argeo reserves the ownership rights on the delivered material until the payment of the goods has been made by the customer.
- The purchase of Dini Argeo products shall be subject to Italian Law.
- Any disputes arising under or in connection with the supply of Dini Argeo products shall be finally settled by The Chamber of Commerce of Modena.



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DINI ARGEO
GMBH
Germany

DINI ARGEO
UK Ltd
United Kingdom

DINI ARGEO WEIGHING
INSTRUMENTS Ltd
China

DINI ARGEO
OCEANIA
Australia



COMPANY HEADQUARTERS

Via Della Fisica, 20
41042 Spezzano di Fiorano Modena • Italy
Tel. +39.0536 843418

SERVICE ASSISTANCE

Via Dell'Elettronica, 15
41042 Spezzano di Fiorano Modena • Italy
Tel. +39.0536 921784

SALES AND TECHNICAL ASSISTANCE SERVICE