WARRANTY CLAIM PROCEDURE

SOGEFI
AFTERMARKET DIVISION

I.1) Defective Product Form

SO GEFI GROUP
Aftermarket Division

DEFECTIVE PRODUCT FORM

Send filled in form to :   *Claims @sogefigroup.com*

CUSTOMER STAMP or Customer information (Comany name, address, tel.)	DATE

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

FILTER INFORMATION		VEHICLE INFORMATION	
BRAND		CAR BRAND AND TYPE	
FILTER TYPE		ENGINE TYPE (displacement, fuel type)	
REF. CODE		ENGINE POWER [KW]	
		DATE FIRST REGISTERED [MONTH/YEAR]	
		CAR MILEAGE [Km/Miles]	
PROBLEM / DAMAGE DESCRIPTION			

In case of vehicle damage please fill in the following cells		
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.

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I.2)   E-mail Address

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

  claims@sogefigroup.com

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

E-mail subject	[BRAND]_[REF. CODE]_[CUSTOMER NAME]_YYYYMMDD_WARRANTY_VEHICLE
e-mail attachment	DEFECTIVE PRODUCT FORM
remarks	*Please do always use capital letters for e-mail subject*
	YYYYMMDD is the date of the claim (YEAR MONTH DATE).
example	Customer "GAMMADELTA" 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 » !***

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I.3) Shipment of Product

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

SOGEFI Filtration

Immeuble RENAISSANCE

Quality Dept. – Technical Service

1 Avenue Claude Monet

78280 Guyancourt

FRANCE

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

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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.

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