INSTRUCTIONS FOR THE CUSTOMER

Please correctly fill in all the below fields and forward the document to your dealer, along with all the pictures and invoice/s requested.

The information provided must be complete and correct, otherwise the dealer cannot proceed with the warranty request.

IMPORTANT

Before filling out and send this form, please read carefully the warranty chapter on the user manual of the engine.

We do not authorize any kind of operation after the damage has occurred.

We will investigate about the damage and the possible causes, so clarity and truthfulness of information is a priority.

Evaluation times of each warranty claim will depend on the accuracy of the information received, as well as the collaboration and quickness of the customer.

Warranty claims are approved only by the HQ Vittorazi, with the collaboration of the seller.

For this analysis of the warranty, up to 7 working days can be requested. At the end of the operations a warranty acceptance report will be sent to the seller.

WARRANTY REQUEST GENERIC FAULT

CUSTOMER INFORMATION

CUSTOMER NAME

CUSTOMER SURNAME

CUSTOMER ADDRESS

CUSTOMER PHONE

CUSTOMER EMAIL

AIRCRAFT INFORMATION

AIRCRAFT MODEL

AIRCRAFT MANUFACTURER

PURCHASING DATE

PURCHASE INVOICE OR RECEIPT

Please, include 1 file

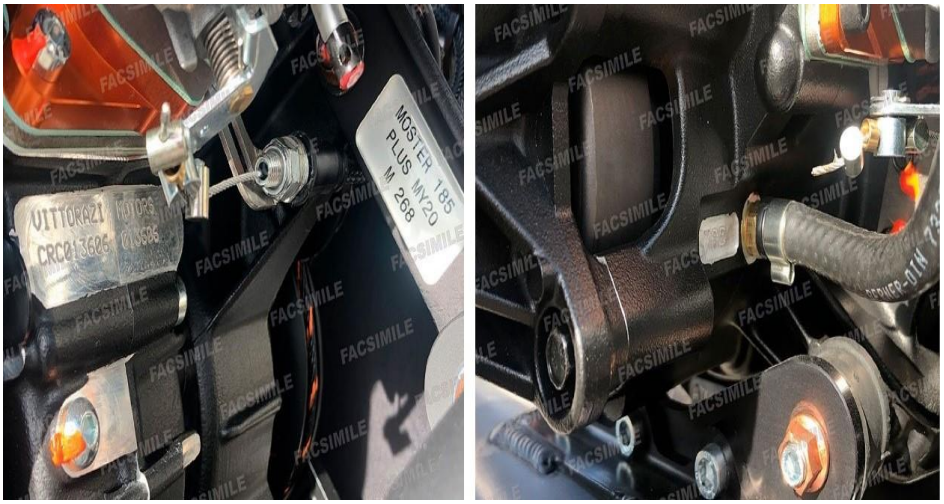
File type allowed: PDF, JPG, JPEG, PNG

Max file size: 8MB

ENGINE MODEL

ENGINE SERIAL NUMBER

PICTURE OF THE ENGINE SERIAL NUMBER

Please, include 1 picture File type allowed: JPG, JPEG, PNG Max file size: 8MB	***EXAMPLE*** 

PROPELLER MANUFACTURER

PROPELLER CODE / DIAMETER

USE OF ENGINE

TOTAL ENGINE OPERATING HOURS

OPERATIONS ON THE ENGINE - Optional

PURCHASE INVOICE OR RECEIPT OF THE OPERATIONS CARRIED OUT - Optional

Please, include 1 file

File type allowed: PDF, JPG, JPEG, PNG

Max file size: 8MB

ACCIDENTS DURING THE ENTIRE PERIOD, EVEN IF IRRILEVANT - Optional

TYPE OF FUEL USED

TYPE OF OIL USED

OIL / FUEL MIXTURE

OTHER INFORMATIONS - Optional

PLACE, DATE OF DAMAGE

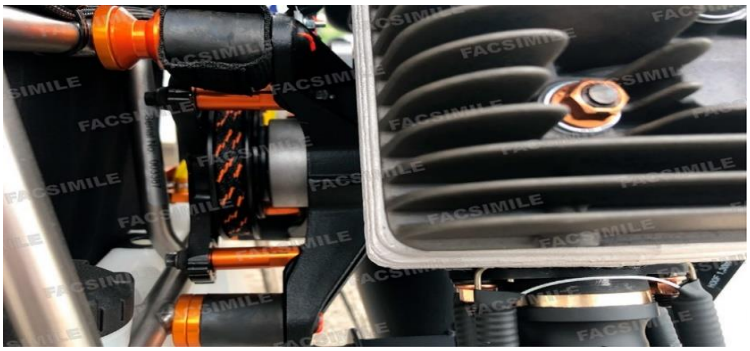
UNUSUAL BEHAVIOR BEFORE THE DAMAGE - Optional

DESCRIPTION OF THE DAMAGE

PICTURES OF THE DAMAGED PART WITHOUT DISMALTING IT

Please, include 2 pictures File type allowed: JPG, JPEG, PNG Max file size: 8MB	***EXAMPLE*** 
File type allowed: JPG, JPEG, PNG Max file size: 8MB	***EXAMPLE*** 

PICTURES OF THE ENGINE RUBBER MOUNTS

Please, include 2 pictures File type allowed: JPG, JPEG, PNG Max file size: 8MB	***EXAMPLE*** 
File type allowed: JPG, JPEG, PNG Max file size: 8MB	***EXAMPLE*** 

PICTURES OF THE COMPLETE AND ASSEMBLED PARAMOTOR

Please, include 2 pictures File type allowed: JPG, JPEG, PNG Max file size: 8MB	***EXAMPLE*** 
File type allowed: JPG, JPEG, PNG Max file size: 8MB	***EXAMPLE*** 

PICTURES OF THE PROPELLERS USED WITH THE ENGINE

Please, include 2 pictures File type allowed: JPG, JPEG, PNG Max file size: 8MB	***EXAMPLE*** 
File type allowed: JPG, JPEG, PNG Max file size: 8MB	***EXAMPLE*** 

All damaged parts for which the warranty replacement has been accepted have to be returned to our company for fiscal reasons. If necessary, for a correct assessment of the damage, we may ask to receive urgently the damaged parts or the complete engine.

The spare parts recognized under warranty will be available Ex works (EXW) by the HQ Vittorazi. The seller will provide for all shipping costs to the customer's destination. The customer will bear the cost of returning the damaged parts to the seller's premises.

A video or other photos or more technical details could be requested later by Vittorazi on the matter.

☐ ***I have read the privacy policy provided by Vittorazi Motors Srl as Data controller. I am aware of the possibility of exercising my rights, including that of withdrawal of consent, receiving the information according to Article. 13 Regulation EU 679/2016, I consent to the processing of data for reasons of guarantee and for commercial and promotional purposes of Vittorazi Motors Ltd.***

☐ ***I have read, I have understood, and I accept the terms and I am aware and responsible for what I am declaring***