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POVIGLIO,

SUBJECT: IDENTIFICATION AND TRACKING ' MATERIALS IN REPAIR

Dear customer ,

In order to improve the handling of your requests relating to products sent at the ZTP s.r.l. asking your cooperation and your support, where possible, with regard to the following requirements:

Repair estimate :

- Writing the request a quote on the transportation documents (DDT) by highlighting it if possible.

Problems or failures detected for the installation:

- Communicate this information using the form "Module Fault Reporting" to attach the product to be repaired found on page REPAIR ZTP s.r.l. or by requesting the form to the Sales Department or Technical Support ZTP s.r.l.

Warranty repair :

- Clearly indicate the warranty claim on the transport document , if it were possible to write the data relating to the sale or repair the previous year (DDT - invoice number - number of the repairs).

Request for replacement or credit :

- Please request authorization to the service ZTP Commercial Ltd. , alternatively use the form " Request Return" found on page REPAIR ZTP s.r.l. , send it to Sales Office by email or fax and wait for permission .

this operations will facilitate the movement of goods in our factory , reducing waiting times .

Thank of your cooperation , we send our best regards .

Commercial Service ZTP s.r.l.