

ZEPRO CUSTOMER DELIVERY INSPECTION

ISSUE

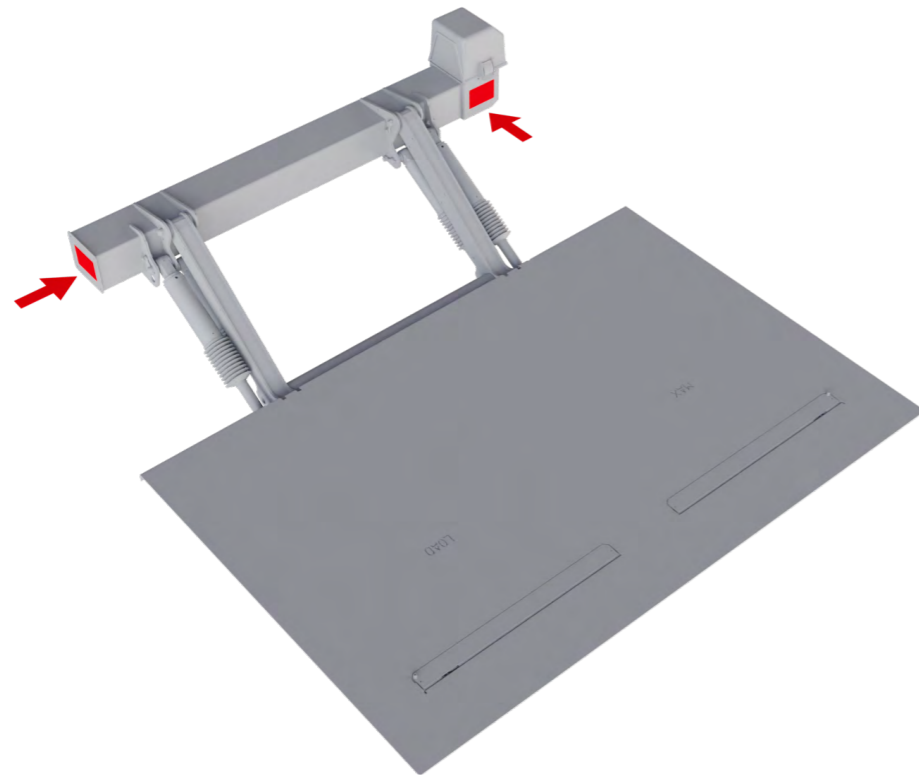
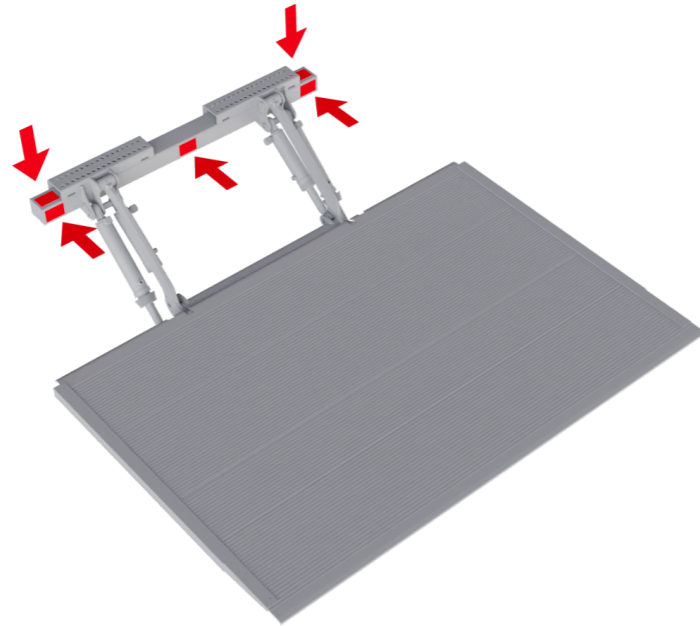
Serial number(s)	Order number(s)		
Type			
Missing parts	Damaged parts	Hydraulic issue	Electrical issue
Description			

REIMBURSEMENT

Part number and/or description	Quantity
	X
	X
	X
	X
	X
	X
	X
	X
Adress	
Credit	

TYPE SIGN LOCATION

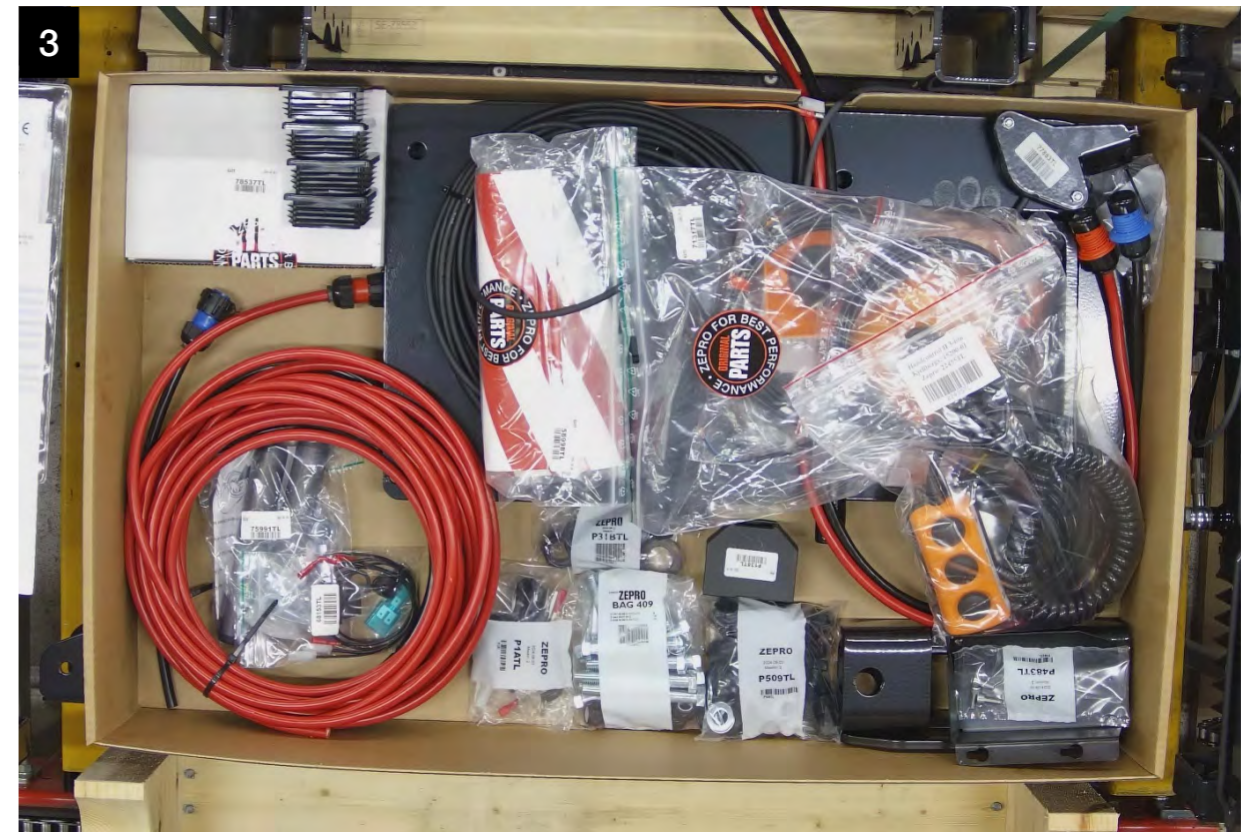
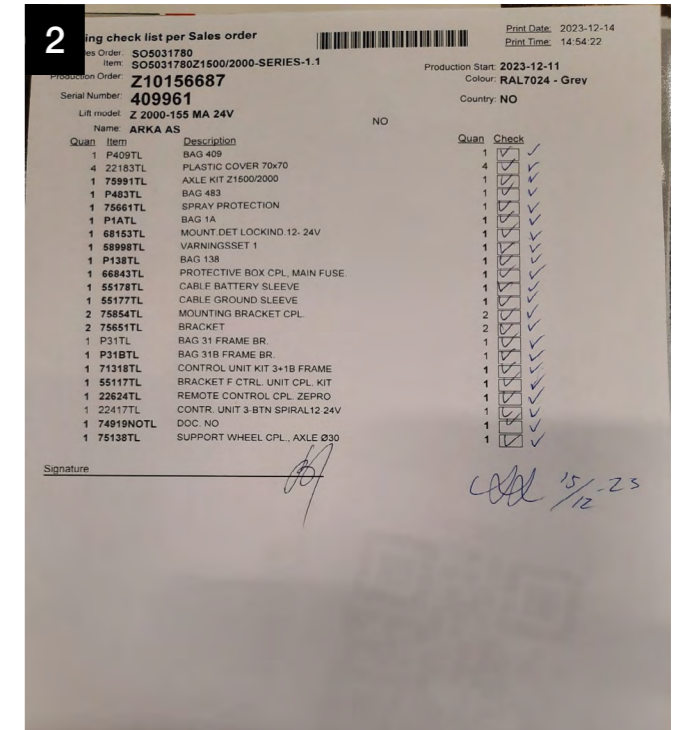
The type sign contains information regarding the tail lift which must be included in the CDI-claim. The location of the type sign varies between different tail lift models but it is always riveted onto the support beam of the lift with the most common location being shown on the figure below.



ATTACHMENTS REQUIRED - MISSING PARTS

In case of missing parts the following attachments are mandatory:

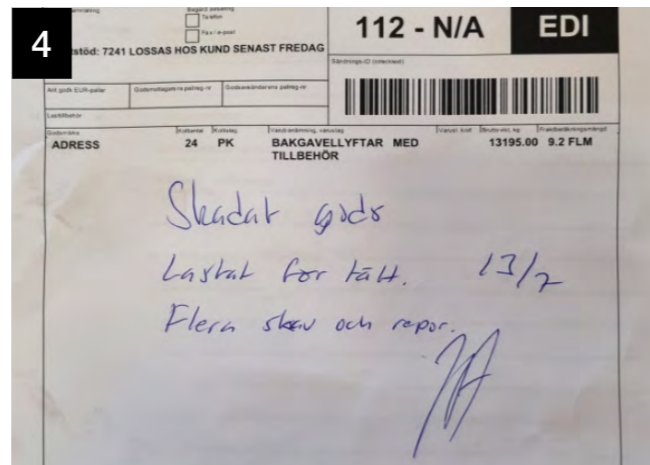
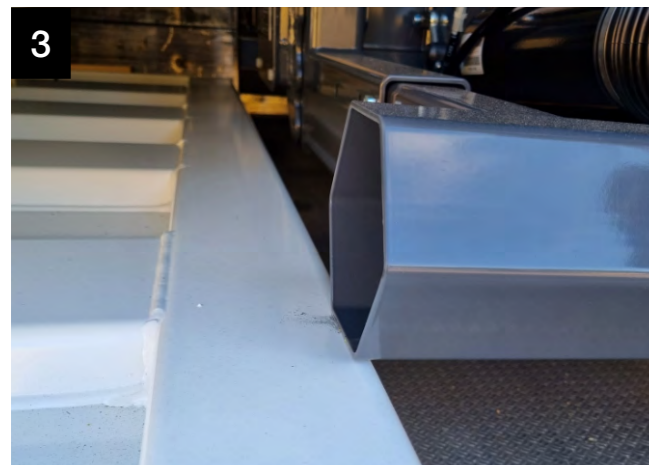
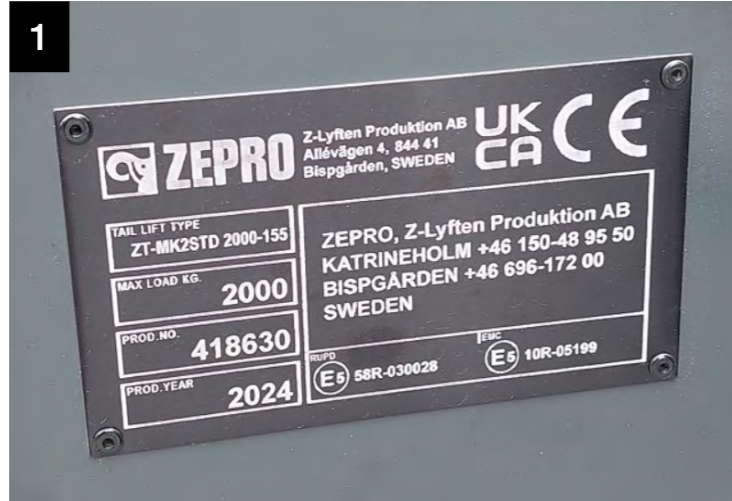
1. A picture of the type sign on each affected tail lift.
2. A copy of the packing list.
3. A picture of the tail lift or the accessories box clearly showing that the parts are missing. Boxes shall be shown opened with the contents clearly visible.



ATTACHMENTS REQUIRED - DAMAGED PARTS

In case of damaged parts the following attachments are mandatory:

1. A picture of the type sign on each affected tail lift.
2. Pictures showing how the goods arrived before they were unloaded from the truck.
3. Picture clearly showing the damaged part while it is still on the tail lift(s).
4. A copy of a signed receipt from the transport company stating that they have been made aware of the transport damage.



ATTACHMENTS REQUIRED - HYDRAULIC ISSUE

A picture of the type sign on each affected tail lift.

In case of a leakage in cylinders or powerpack the following attachments are mandatory:

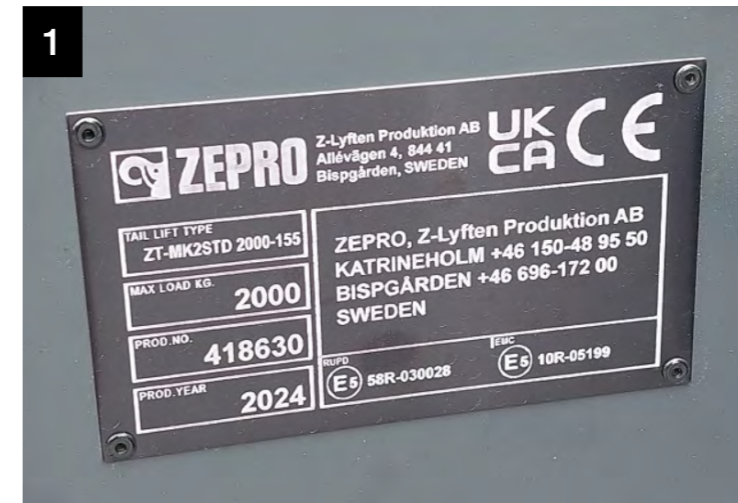
1. A picture and/or a movie of the leakage taken while the part is still in its original position on the tail lift.
2. A picture of the decal on the cylinder or powerpack clearly showing its serial number.

In case of a leakage in hoses or hose connections:

1. A picture and/or a movie of the leakage taken while the part is still in its original position on the tail lift.

In case of a malfunctioning valve the following attachments are mandatory:

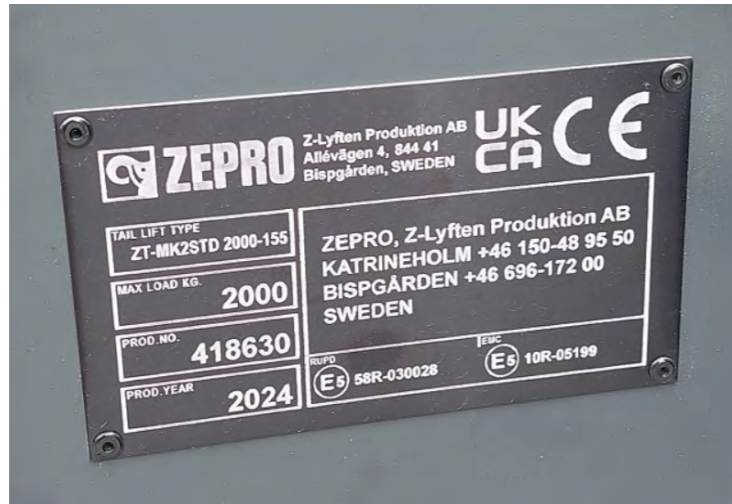
1. A clear explanation of the troubleshooting procedure performed on the part in question.
2. A picture of the marking on the valve while the valve is still installed in its original position.



ATTACHMENTS REQUIRED - ELECTRICAL ISSUE

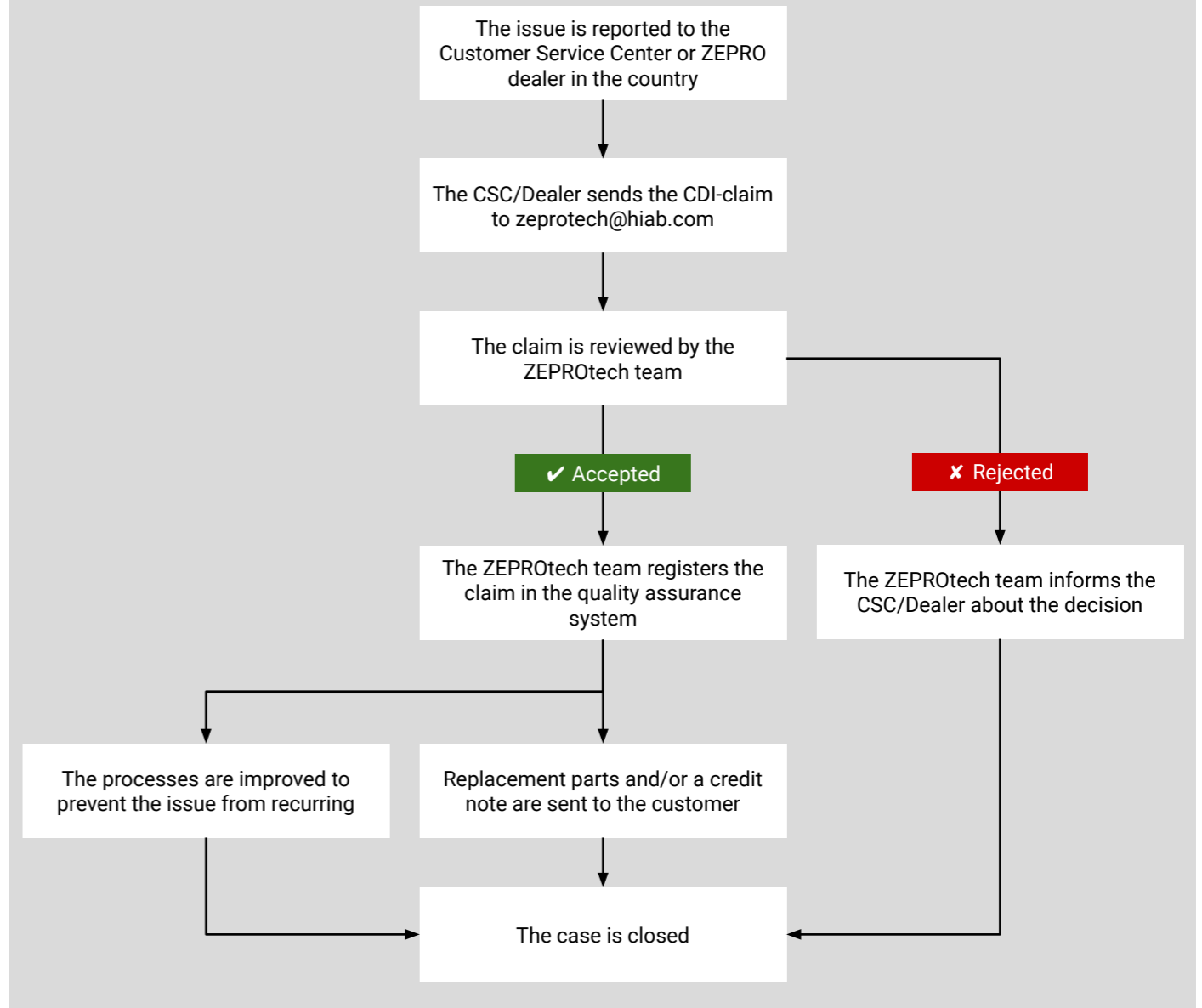
In case of a malfunctioning electrical part, i.e. a control card, a control device or a magnet the following attachments are mandatory:

1. A picture of the type sign on each affected tail lift.
2. A clear explanation of the test procedure performed on the malfunctioning part.



THE CDI PROCESS

CDI claims are used to report issues discovered by the customer upon receiving the product, including but not limited to: missing, incorrect and damaged parts. An issue may be reported as a CDI as long as the product remains at the dealer or the bodybuilder. As soon as the vehicle on which the product is installed on leaves the bodybuilder, the issue stops being a CDI and must be reported as a warranty case.



⚠ REASONS FOR REJECTED CDI CLAIMS

Zepro reserves the right to reject a claim if:

1. The product has been used.
2. The product is older than 6 months.
3. The information provided is insufficient and not completed upon request in a timely manner.
4. The information provided is incorrect and can be proven as such.
5. The reimbursement demands are deemed excessive.

Unless otherwise agreed beforehand, the customer will be reimbursed for any costs incurred with a credit note. Zepro will not pay any CDI-related invoices.