



# AFTER-SALES SERVICE RETURN FORM

## IMPORTANT

**THIS FORM AND THE PROOF OF PURCHASE  
MUST BE RETURNED WITH THE MATERIAL.**

### CONTACT INFORMATION

Company Name

Name - First name

Address

Zip Code

District / City

Country

Phone Number

Email

### RETURN SHIPPING ADDRESS

Company Name

Name - First name

Address

Zip Code

District / City

Country

Phone Number

Email

### PRODUCT INFORMATION

Under warranty    YES    NO

Contents of the package (with serial N°) and list of accessories included

Reseller

Date of purchase

Invoice number

Urgent treatment inquiry

Return deadline

*(to be approved by our after-sales service)*

**AFTER RECEIPT OF THE EQUIPMENT, AT LEAST 5 WORKING WEEKS ARE NECESSARY FOR THE DIAGNOSIS AND TREATMENT OF THE FAILURE (EXCEPT FOR EMERGENCIES).**

### DESCRIPTION OF THE ISSUE

*I have read the terms and conditions of after-sales service and accept without reservation.*

**SIGNATURE**

### RESERVED TO AFTER-SALES SERVICE

RETURN FORM  
NUMBER

DATE OF RECEIPT  
AT THE WORKSHOPS

START-UP DATE OF THE  
REPAIR AT THE WORKSHOPS

RETURN DATE  
TO CUSTOMER

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# TERMS AND GENERAL CONDITIONS OF AFTER-SALES SERVICE

## ARTICLE 1 : OBJECT AND PURPOSE

These General Conditions of After-Sales Service govern the relations between, on the one hand the company ITS CHRONO, listed with the Besançon Trade and Companies Register (RCS) under number 478-772-296, SARL with the registered capital of €3,000, having its registered office at 4, Rue de l'Industrie - 25620 - Mamirolle - France, and represented by Mr. Sébastien MASCRET, as manager, duly authorized for the purposes hereof, and on the other hand, customers of ITS CHRONO wishing to benefit from the after-sales service is offered to them.

Any request for repair made by the customer may only concern products that are (or were) offered for sale by ITS CHRONO. Prior to any request for intervention, the customer acknowledges that he/she has read the Terms and Conditions and expressly accepts them. ITS CHRONO reserves the right to modify them at any time, bearing in mind that the applicable ones are those in force at the time of signature of the repair voucher (which is equivalent to a service contract after sale).

## ARTICLE 2 : AFTER-SALES SERVICE PROCESS

Regarding the legal guarantees (guarantee of conformity and guarantee of hidden defects) and the commercial guarantee, the customer must refer to the general conditions of sale available on the website [www.itschrono.com](http://www.itschrono.com)

For out-of-warranty products, after-sales service interventions are systematically billed. This means that even in the case of a rejected quote, the customer will have to pay a lump sum of €60 of examination fees and estimate.

The after-sales procedure takes place in several steps :

1. To fill out and print the document entitled « AFTER-SALES SERVICE RETURN VOUCHER », the customer must first go to the ITS CHRONO website at the following address : <https://www.itschrono.com/en/content/17-return-form> Warning : in case of sending several products, it is necessary to fill a repair voucher for each defective product. The repair voucher must be duly completed and signed by the customer, failing which ITS CHRONO will be obliged to refuse to take over the product under the service agreement.
2. Once the first step is completed, the customer will be responsible for the shipment of the package. Any package sent by the customer under the after-sales service must be accompanied by its corresponding repair voucher. The shipment must be made at the address listed in Article 1 of this contract and will be borne by the customer. Just as the customer will be held solely responsible for the problems related to transport (lost package, damaged equipment, etc.). It is therefore preferable for him to guard against these possible problems by taking care to properly pack the material and choose a shipping formula ensuring the good arrival of the package at ITS CHRONO.
3. Once the package has been received by ITS CHRONO, a processing time of minimum 5 weeks is counted until its return to the customer. ITS CHRONO is responsible for sending it to its supplier so that the latter makes the necessary examinations for the establishment of an quote. Then ITS CHRONO makes the quote and sends it to the customer. No repairs will be made without the prior agreement of the customer, this agreement will be formalized by the acceptance and signature of the repair quote. Once the quotation is accepted and signed by the customer, ITS CHRONO will inform his supplier so that he can make the necessary repairs. In the case where the quote is refused by the customer, the fourth step of the procedure of after-sales service below does not apply, so it will be directly the fifth step that will apply. In the event of an urgent treatment request from the customer, and when the product is no longer under warranty, the hourly labor rate is increased. The after-sales service reserves the right to accept or not the urgent treatment.
4. When the repair of the material is finished, ITS CHRONO expressly informs the customer and informs him of the invoice for the repair that the customer will have to pay before the return of the material by ITS CHRONO.
5. Payment (whether for examination fees in the case of rejected quotes or for repairs) will be made by check or bank transfer, in a single payment and upon receipt of the invoice. No return will be made until the bill is paid by the client.
6. Finally, once the payment made by the customer, proof of payment duly provided, ITS CHRONO returns his equipment to the address indicated on the repair voucher. This referral will be made by and under the responsibility of ITS CHRONO. If the returned material should not be recovered in time by the customer, the additional shipping costs will be borne by the customer.

## ARTICLE 3 : FAILURE TO RECOVER MATERIAL

The non-recovery by the customer of the material after a period of one year from its deposit under the after-sales service allows ITS CHRONO to initiate a procedure of seizure at the district court or large instance of Besançon.

## ARTICLE 4 : COMPLAINT

Any complaint for after-sales service interventions must be made within 15 days of the customer receiving the repaired material.

## ARTICLE 5 : RIGHTS AND RESPONSIBILITIES

These Terms and General Conditions of After-Sales Service are subject to French law. The nullity of a clause does not entail the total nullity of the General Conditions of Sale. In case of dispute, the parties to the contract will endeavor to settle amicably their differences before to seize the national courts competent to judge this type of litigation relating to these General Conditions of Sale. The Commercial Court of Besançon will have sole jurisdiction for any dispute with one or more business customers.