



**Knitronix**  
industrial flexible sensors

**GENERAL TERMS AND CONDITIONS OF SALE**  
**(Ed. I, November 2023)**

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## **1. RECITALS AND ANNEXES**

- 1.1 The recitals and annexes hereto form an integral and substantive part of these General Terms and Conditions of Sale.
- 1.2 The terms and conditions set forth herein apply to all the Agreements entered into between the Parties with regard to the Products, unless any exceptions are expressly agreed upon in writing by the Seller and the Buyer.
- 1.3 These GTCS represent an integral and substantive part of the Offer or the Purchase Order confirmation by the Seller, as the case may be. In the event of any conflict between these General Terms and Conditions of Sale and any special terms and conditions set out in the Offer or in the Purchase Order confirmation, the special terms and conditions shall prevail.
- 1.4 These GTCS shall be deemed accepted by the Buyer even when they differ from any general or special terms and conditions of purchase drawn up by the Buyer. Under no circumstances whatsoever any of the Buyer's general or special terms and conditions of purchase, added to the order and/or to any other document or communication, will bind the Seller unless expressly accepted by the Seller in writing.
- 1.5 The Seller reserves the right to amend and/or supplement the content of these GTCS, notifying the Buyer of such changes. Should they not be accepted in writing by the Buyer within 15 (fifteen) days of the date on which they are notified, the Seller shall have the right to interrupt all contractual relations with the Buyer, with the Buyer waiving all claims pertaining to loss or damage and/or waiving all claims to compensation on any grounds whatsoever.
- 1.6 The catalogues and pricelists on the Seller's Website and all and any other promotional material made available to the Buyer serve solely to indicate the type of Products on sale. Accordingly, the Seller shall incur no liability whatsoever to the Buyer for any information therein which is not updated and/or faulty.
- 1.7 These GTCS apply solely to business to business (being known as B2B) relationships between the Seller and Buyer, which wishes to enter into the Agreement within the scope of its own professional, entrepreneurial or small business activities and not as a consumer.

## **2. DEFINITIONS**

- 2.1 Unless otherwise agreed, when an initial capital letter is used, the terms and phrases used in these General Terms and Conditions of Sale shall have the meaning attributed to same hereinbelow:

**"Buyer"**: the client identified in the Offer or in the Purchase Order;

**"General Terms and Conditions of Sale"** or **"GTCS"**: the terms and conditions set forth herein;

**"Agreement"**: these General Terms and Conditions of Sale together with the Offer or confirmation of the Purchase Order, as the case may be;

**"Notification of Defects Form"**: the form to be filled in and sent to the Seller in order to notify Product defects;

**"Returned Items Form"**: the form to be filled in and sent to the Seller in order to return Products without defects;

**“Purchase Order”**: the purchase order for Products submitted by the Buyer to the Seller, available for download from the Seller’s Website at the following link:  
<https://www.knitronix.com/en/download/oda.pdf> or other document issued by the Buyer containing at least the same information as reported on the Seller’s Website at the following link:  
<https://www.knitronix.com/en/download/oda.pdf>.

**“Party”** and **“Parties”**: respectively, either the Buyer or the Seller and, jointly, the Buyer and the Seller;

**“Products”**: the goods subject matter of the Agreement;

**“Offer”**: the offer for sale of Products submitted by the Seller to the Buyer;

**“The Seller’s Website”**: <https://www.knitronix.com/en/>;

**“Seller”**: Knitronix S.r.l., Fiscal Code/VAT no. 06670160487, having its registered office in via di Rocca Tedalda no. 25, 50136 - Florence (FI).

2.2 Unless the context otherwise requires, in these General Terms and Conditions of Sale:

(1.i) where a provision requires a Party to “cause” (or similar expressions) a person or corporate body to perform a certain act or undertake a certain obligation, said provision is to be construed as a promise of the third party’s act within the meaning and effect of Article 1381 of the Italian Civil Code;

(1.ii) where the context of the sentence requires it, terms defined in the singular include plurals and vice versa, and masculine terms refer to feminine terms and vice versa;

(1.iii) the expressions “therein included”, “inclusive of”, “for example”, “including”, and the like are to be interpreted as merely illustrative and non-exhaustive.

### 3. OFFER, PURCHASE ORDER AND ENTERING INTO THE AGREEMENT

3.1 The Agreement shall be deemed entered into when (i) the Seller receives from the Buyer written acceptance of the Offer or (ii) the Buyer receives from the Seller written confirmation of the Purchase Order.

3.2 The Offer shall specify type and quantity of the Products, relating technical specifications, purchase price, payment terms and any other terms and conditions the Seller may deem necessary to include. The Offer shall be deemed accepted when the Seller receives it countersigned by the Buyer for full acceptance thereof. No change made by the Buyer to the Offer shall be binding on the Seller unless expressly approved in writing by the Seller.

3.3 The Purchase Order must include type and quantity of the Products and relating technical specifications. The Purchase Order shall be deemed accepted when the Buyer receives it signed by the Seller, specifying purchase price, payment terms and any other terms and conditions the Seller may deem necessary to include. Accordingly, no Purchase Order sent by the Buyer shall be binding on the Seller unless expressly approved in writing by the Seller. Seller’s invoicing, issuing an Order Confirmation and/or fulfilment of the Purchase Order are equivalent to Seller’s acceptance thereof.

### 4. PRICE AND PAYMENT TERMS

4.1 The purchase price of the Products is specified in the Offer or in the acceptance of the Purchase Order.

- 4.2 The Seller shall have the right to amend the purchase price of the Products in the event that during the term of the Agreement the costs incurred by the Seller, including prices of raw materials, rise for reasons beyond the Seller's control.
- 4.3 Following the acceptance of the Offer or the Purchase Order, should the Buyer request technical changes or other amendments to the Products ordered and should the Seller accept them, all additional costs relating thereto shall be borne solely by the Buyer.
- 4.4 Unless otherwise agreed, for any order exceeding € 10,000.00, excluding VAT, an initial payment of 50% of the order price is requested. For any orders lower than € 1,000.00, excluding VAT, the Seller reserves the right to invoice a fixed amount of € 150.00 plus VAT as administrative fee.
- 4.5 All payments shall be made within thirty (30) days of the invoice unless otherwise set forth therein. In case of late payments, interests pursuant to Legislative Decree no. 231 of 9 October 2002 and subsequent amendments shall apply from the payment due date to the date of payment.
- 4.6 Non-payment or late payment of invoices or debit notes – regardless of the reason – shall entitle the Seller to demand early payment of Products covered by other Offers and/or Purchase Orders, and to cancel current deliveries, without the Buyer being entitled to raise any claims for indemnification, compensation or the like.

## **5. DELIVERY**

- 5.2 Unless otherwise agreed in writing by the Parties, the Product shall be collected from the Seller's registered offices in via di Rocca Tedalda no. 25, 50136 - Florence (FI) by the Buyer at its own expense (Incoterms 2020 EXW).
- 5.3 All costs and risks relating to transport, in addition to loading and unloading the Products, are to be borne by the Buyer, with the Seller being released from any related liability by making the Products available at its own storage facility.
- 5.4 In case of late collection of the goods by the Buyer, despite having received a goods ready notice, under no circumstances shall the Seller be subject to any duty of safekeeping and from that date the Seller shall merely grant the space necessary for the storage of the Products on free loan until the 30<sup>th</sup> day and, after that period, at the advanced price of € 15.00 per cubic meter per month.
- 5.5 Unless otherwise agreed in writing between the Parties, any delivery term indicated in the Agreement is purely indicative, not being essential for the Buyer or binding on the Seller. Nevertheless, insofar as it is possible, the Seller shall seek to comply with such delivery term. In any case, delays in delivery shall not entitle the Buyer to cancel the order and/or to refuse to take possession of the Products and/or to demand any reduction in the purchase price or compensation for any loss or damage.
- 5.6 The Seller shall not be deemed to be in breach of the Agreement and neither shall it be held liable for any delays to the extent that such delays and non-performance arise as a consequence of circumstances beyond its reasonable control, including natural disasters, fires, unavoidable accidents, terrorism, insurrection, wars, sanctions or government restrictions or prohibitions, difficulties in procurement, epidemics or pandemics. In such event, delivery terms shall be appropriately extended, at least for a period of time corresponding to the duration of the event causing the delay or non-performance.

5.7 Under no circumstances whatsoever the Seller shall be held liable, in any capacity, for any indirect loss or damage, lost profits, reduced turnover, loss of business, clients and/or data.

## **6. RETENTION OF TITLE**

6.1 Ownership of the Products shall only be transferred to the Buyer upon full payment of the purchase price and any other sum due and payable to the Seller for the Products.

6.2 Should the validity of retention of title in favour of the Seller be subject to administrative and/or legal formalities including registration of the Products in public registers, or the placing of seals on same, the Buyer undertakes to cooperate with the Seller performing all such activities as may be necessary in order for the Seller to obtain a valid retention of title right.

## **7. INSPECTIONS, DEFECTS AND SELLER'S WARRANTIES**

7.1 The Buyer must inspect the Products upon delivery. Under penalty of forfeiture, any complaints regarding delivery of the Product which is damaged and/or non-conforming in terms of quantity or type must be sent in writing to the Seller by means of the Notification of Defects Form within seven (7) days of (i) delivery of the Product, in case of obvious defects or (ii) discovery, in case of hidden defects.

7.2 The Buyer acknowledges that any defects and/or irregularities notified pursuant to this article 7 must be assessed by the Seller's technical personnel. Should the Seller, upon completion of its checks, confirm that the Product is defective, the Seller, at its discretion, shall repair or replace the quantity of defective Product or reimburse the Buyer for the purchase price on a pro rata basis. The Buyer accepts that the remedies referred to in this article 7 are the only remedies by the Seller.

7.3 The Seller warrants that, for one year following delivery, the Products shall have no defects in the manufacture or in the materials and shall be compliant with the technical specifications made available to the Buyer (expressly excluding those parts of the Products which are not manufactured directly from the Seller). This warranty shall be valid for the Buyer provided that (a) the Product has been stored by the Buyer as prescribed by the Seller in order to ensure optimum preservation and has been used correctly and in full compliance with the Seller's technical specifications and recommendations; and (b) that any alleged flaw is notified to the Seller within the aforementioned terms.

7.4 Any warranty of merchantability, fitness for a specific purpose and non-breach of third-party intellectual property rights with regard to the Products is expressly excluded.

7.5 The Seller gives no warranty and grants the Buyer no right or remedy other than those expressly provided for in this article 7. Except for wilful misconduct or gross negligence of the Seller, the Buyer waives any right to raise claims and to file any legal actions, on any grounds, against the Seller with regard to the Product, including complaints relating to direct or indirect damage and/or loss, and the Buyer shall indemnify and hold the Seller harmless from and against any such claims, requests or legal action brought by third parties arising out of the supply of the Product.

7.6 The warranty referred to in this article 7 is expressly excluded if: (a) defects are apparent upon delivery, but the Buyer fails to notify the Seller in writing within seven (7) business days; (b) Product is repaired and/or altered without first obtaining the Seller's written consent; (c) defects are

attributable to improper use or storage of the Product by the Buyer and/or on its behalf following delivery.

- 7.7 Under no circumstances warranty claims and complaints do entitle Buyer to suspend payments under the Agreement.
- 7.8 Any Product for which no claim has been raised within the above terms shall be deemed to be finally accepted by Buyer.

## **8. CANCELLATION OF THE ORDER AND RETURN OF THE PRODUCT WITHOUT DEFECTS**

- 8.1 The Buyer is entitled to cancel the order, in full or in part, for any reason, within 7 (seven) days of the date on which the Buyer accepts the Offer, or the Seller accepts the Purchase Order. In such event, the Seller reserves the right to charge a penalty to the Buyer amounting to 50% of the value of the order, or of the portion of the order subject to cancellation. Once the 7 (seven) day term has elapsed, the order shall be deemed finalised and may no longer be cancelled.
- 8.2 In accordance with the above, should the order be cancelled following delivery of the Products, the Buyer may return the Products to the Seller, receiving, at the discretion of the Seller, a credit or refund on a pro rata basis, provided that (i) the Buyer sends to the Seller within the aforementioned term the Returned Items Form and a copy of the invoice relating to the Product being returned; (ii) the Buyer returns the Products for which the order is cancelled no later than 15 (fifteen) days after the delivery date; and (iii) the Buyer returns the Products to the Seller in perfect working order and in their original packaging.
- 8.3 Should the Buyer return the Products in a manner which fails to conform with the above, the Seller may refuse the returned items, returning the Products to the Buyer with all related costs to be borne solely by the Buyer, or by applying a service charge to cover all costs incurred.
- 8.4 The return policy under this article 8 does not apply to Products which are not in stock, customized or marked as nonreturnable. Furthermore, the Seller shall not accept the return of Products which have been exposed by the Buyer to substances which adversely affect their proper working condition.

## **9. INTELLECTUAL PROPERTY**

- 9.1 Execution of the Agreement and use of Products do not grant to the Buyer any intellectual and industrial property rights on the Products, which are and remain the sole property of the Seller.
- 9.2 The Buyer acknowledges that the trademarks and all other service marks affixed to the Products are the sole property of the Seller and undertakes not to alter, modify, remove or cancel them in any manner whatsoever. Furthermore, the Buyer undertakes not to register or to allow third parties to register the trademark used by the Seller to distinguish the Products or other similar or misleading trademarks.
- 9.3 Any documents, drawings, data and information (both in hardcopy form and on electronic storage media) delivered to the Buyer remain the sole property of the Seller, enhancing representation of the Products, and are indicative of the Product's specifications. The Buyer undertakes not to reproduce or disclose them to third parties, and to adopt all necessary precautions vis-à-vis its own personnel in order to ensure their protection.

9.4 The Seller shall incur no liability whatsoever for any loss or damage affecting the Buyer due to any infringement of third-party intellectual property rights.

## **10. RIGHT TO SUSPEND**

10.1 The Seller reserves the right, upon prior written notice to the Buyer, to suspend performance of the Agreement, pursuant to article 1461 of the Italian Civil Code, in the event that the information collected on the Buyer does not guarantee the full performance of the Buyer's obligations, or in the event that the Buyer is in default of its obligations, including under other supply contracts, to the Seller.

## **11. EXPORTS AND RESTRICTIONS ON USAGE**

11.1 Certain Products may be subject to export control regulations enacted by the United Kingdom, United States of America, the European Union and other countries; the Buyer must comply with these regulations and where necessary, obtain any license or permit required for transferring, exporting, re-exporting or importing the Products.

11.2 Under no circumstances the Buyer, either directly or indirectly, shall sell, allow the sale of, dispose of, export, re-export or otherwise provide the Products to any country or entity which is subject to sanctions or an embargo administered by the United Kingdom, the United States of America, the European Union or other countries.

11.3 The Buyer represents and warrants that the Products purchased from the Seller shall not be used, sold or incorporated into any products which are directly or indirectly used to design, develop, produce or use chemical, biological or nuclear weapons, delivery vehicles and systems for same or to develop any weapon of mass destruction.

## **12. CONFIDENTIALITY**

12.1 For the purposes of the Agreement, "Confidential Information" means, without any restrictions whatsoever, all technical information, know-how, trade secrets, projects, specifications, information on prices and all other information of whatsoever type to be communicated or made accessible, in any form whatsoever, by the Seller to the Buyer, with regard to the Products, the Seller, its affiliates and to their products/services, with the exception of such information as: (i) is known to the Buyer prior to receiving same under the terms of the Agreement; (ii) has been disclosed to the Buyer by third parties which are legally in possession of such information and which are not subject to any nondisclosure obligation; (iii) is already in the public domain or has entered the public domain, in full or in part, and not through any actions or negligence on the part of the Buyer; and (iv) has been developed by or for the Buyer independently without the use of the Seller's Confidential Information.

## **13. TERMINATION CLAUSE**

13.1 The Seller is entitled to terminate the Agreement with immediate effect pursuant to article 1456 of the Italian Civil Code in case of any breach by the Buyer of the following provisions: article 4 (PRICE AND PAYMENT TERMS); article 9 (INTELLECTUAL PROPERTY); article 11 (EXPORTS AND RESTRICTIONS ON USAGE); article 12 (CONFIDENTIALITY).

13.2 The Buyer undertakes to treat the Seller's Confidential Information as secret and confidential and not to disclose them to any third parties for any reason whatsoever. The Confidential Information may be



used by the Buyer exclusively for the performance of the Agreement and to the extent strictly necessary therefor.

- 13.3 The Buyer shall limit access to Confidential Information to its representatives who have a need to know such information, provided that they are informed by Buyer of the confidential nature of such information and are bound by an obligation of confidentiality no less restrictive than that set forth in the Agreement.
- 13.4 Upon expiration or termination, for any reason whatsoever, of the Agreement or upon simple request of the Seller, the Buyer shall promptly return the Confidential Information or, if requested in writing by the Seller, destroy all Confidential Information received, including all copies or reproductions thereof, and any summaries, compilations, analyses or other notes arising from or associated with such Confidential Information.
- 13.5 The confidentiality obligation set forth in this article 13 shall remain in effect for the entire term of the Agreement and for a further period of 10 (ten) years following its expiration or termination for any reason whatsoever, or, if later, until the Confidential Information ceases to be secret or enters the public domain, provided that this is not due to any breach of the Agreement by the Buyer.

#### **14. COMPLIANCE**

- 14.1 The Parties represent they are aware of the applicable legislation on administrative liability of legal entities and undertake, also on behalf of their directors, statutory auditors, employees, legal representatives and/or collaborators, pursuant to article 1381 of the Italian Civil Code, to fully comply with Legislative Decree no. 231/2001 and to refrain from engaging in any such acts as may expose the other Party to liability under the terms of said decree, within the relationships between the Parties and with third parties.

#### **15. PROTECTION OF PERSONAL DATA**

- 15.1 In accordance with Legislative Decree no. 196 of 30 June 2003 as subsequently amended (the “**Privacy Code**”) and Regulation 2016/679/EU (the “**EU Regulation**”), all personal data exchanged between the Parties shall be processed by each Party solely for the purposes of performing the Agreement and as is essential for completion of same, and to fulfil any legal or regulatory or EU obligations and/or arising from instructions issued by the Data Protection Authority. The data shall be processed, manually and/or automatically, in accordance with principles of lawfulness and probity and so as to safeguard the confidentiality and rights of the data subjects, in accordance with appropriate data security and protection measures, as required under the Privacy Code and the EU Regulation.

#### **16. GENERAL PROVISIONS**

- 16.1 Should one or more provisions of the Agreement be found ineffective, null and void or voidable, this shall not render ineffective, null and void or voidable the other provisions.
- 16.2 Any tolerance by one Party with respect to the other Party’s breach of the provisions of the Agreement shall not constitute a waiver of its rights under the breached provisions or of its right to demand proper performance of all terms and conditions therein.

#### **17. APPLICABLE LAW AND JURISDICTION**

17.1 The Agreement is subject to Italian law. Any dispute between the Parties in any way connected to the Agreement shall be submitted to the exclusive jurisdiction of the Court of Florence, Italy.

Florence, \_\_\_\_\_

Confirmed and accepted by

\_\_\_\_\_

Pursuant to articles 1341 and 1342 of the Italian Civil Code, the Buyer declares that it has read and understood these General Terms and Conditions of Sale in their entirety and specifically accepts the following articles: 1 (RECITALS AND ANNEXES), 3 (OFFER, PURCHASE ORDER AND ENTERING INTO THE AGREEMENT), 4 (PRICE AND PAYMENT TERMS), 5 (DELIVERY), 6 (RETENTION OF TITLE), 7 (INSPECTIONS, DEFECTS AND SELLER'S WARRANTIES), 9 (INTELLECTUAL PROPERTY), 11 (EXPORTS AND RESTRICTIONS ON USAGE), 13 (TERMINATION CLAUSE), 17 (APPLICABLE LAW AND JURISDICTION).

Florence \_\_\_\_\_

Confirmed and accepted by

\_\_\_\_\_

## **ANNEXES:**

- **OFFER (MODEL);**
- **PURCHASE ORDER (MODEL);**
- **RETURNED ORDER ITEMS;**
- **NOTIFICATION OF DEFECTS FORM.**



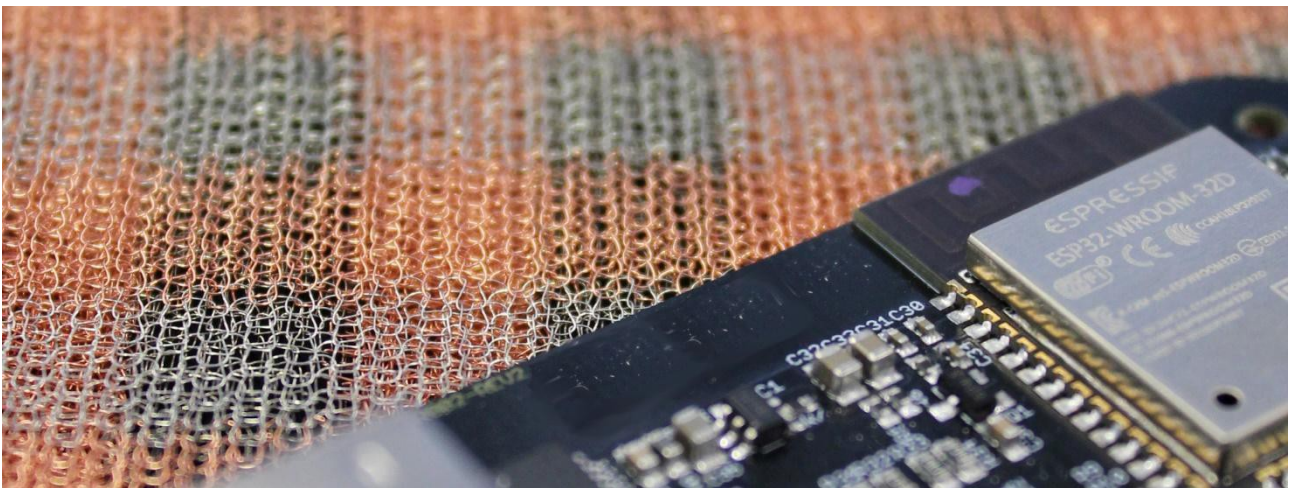
**Knitronix**  
industrial flexible sensors

## OFFER

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Knitronix

We reshape the world of sensors



### Technical and financial offer

[ ] 2023

THIS OFFER, ONCE COUNTERSIGNED FOR FULL ACCEPTANCE HEREOF, SHALL ONLY BE BINDING WHEN EXPRESSLY APPROVED IN WRITING BY THE SELLER.

THIS OFFER MUST BE READ TOGETHER WITH THE **GENERAL TERMS AND CONDITIONS OF SALE** TO WHICH IT EXPRESSLY REFERS AND WHICH ARE AVAILABLE FOR DOWNLOAD ON OUR WEBSITE [HTTPS://WWW.KNITRONIX.COM/IT/](https://www.knitronix.com/it/).

#### 1. Introduction

This document includes our best technical and financial offer:

[Client data]

## 2. About us

Knitronix produces flexible sensors based on textile technologies. Our sensors are able to detect pressure, temperature and the presence of liquids. Our sensors adapt to complex shapes, are not affected by mechanical fatigue and can monitor large surface areas at costs which are very competitive. They are breathable and reliable because they are built to meet industrial criteria

## 3. Our Products

Knitronix produces fabric sensors to measure pressure, temperature and the presence of liquids; all our sensors are built using our own proprietary technologies. We offer customised solutions for companies, universities and research institutes. We have worked with:

- The Institute for Microelectronics and Microsystems (Rome, Italy)
- the Textile Department at the University of Ghent (Belgium)
- the Social Sciences Department at the University of Siena
- the Department of Telecommunications Engineering at the University of Florence
- the Institute of Bio-robotics at Sant'Anna School of Advanced Studies, Pontedera (PI)
- the Department of Electrical and Electronic Engineering at the University of Cagliari



#### 4. Technical Offer

[●]

#### 5. Financial Offer

Object	Description	Price per unit (if applicable, otherwise NA)	Minimum quantity which can be ordered (* )	Subtotal (net of VAT)
1		NA	[0]	€ 00.00

#### 6. Payment terms

The Buyer accepts the following payment terms:

Payment tranche	Payment Date	Description
1 - ITEM 1	X% when order is placed	€ 0.00
2 - ITEM 2	Y% when order is placed	€ 0.00
3 - ITEM 3	Z% when order is placed	According to the volume requested
	The remaining J% payable by bank transfer upon receipt of goods ready notification for each delivery	The remaining J% in multiple payments to be agreed

#### IMPORTANT:

- The test material, if applicable, is provided without specific warranties. Clients may contact Knitronix's sales office for any queries.
- [●]

## 7. Contact Information

Ufficio vendite Knitronix, C/A Ivano Brogonzoli, Director Business Development

E-mail: [ibrogonzoli@knitronix.com](mailto:ibrogonzoli@knitronix.com) - Mobile: +393450172953

## PURCHASE ORDER

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THIS ORDER SHALL BE CONSIDERED AS HAVING BEEN ACCEPTED WHEN IT IS COUNTERSIGNED BY THE SELLER AND RECEIVED BY THE BUYER, SPECIFYING THE PRICE, PAYMENT TERMS AND ANY OTHER TERMS WHICH THE SELLER DEEMS NECESSARY TO INCLUDE.

THIS OFFER MUST BE READ TOGETHER WITH THE GENERAL TERMS AND CONDITIONS OF SALE TO WHICH IT EXPRESSLY REFERS AND WHICH ARE AVAILABLE FOR DOWNLOAD ON OUR WEBSITE [HTTPS://WWW.KNITRONIX.COM/EN/](https://www.knitronix.com/en/)

### Buyer

Company

Address

Designated Contact Person

Telephone

Fax

E-mail

<b>Seller</b>
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### Knitronix S.r.l.

Via Rocca Tedalda n. 25, Florence (50136)

Ufficio vendite ( Sales office) Knitronix, C/A Ivano Brogonzoli, Director Business Development

E-mail: [ibrogonzoli@knitronix.com](mailto:ibrogonzoli@knitronix.com) - Mobile: +393450172953

<b>Product Description</b>
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Quantity	Product code	Description	Series n°
1.			
2.			
3.			

Date \_\_\_\_\_ Signature \_\_\_\_\_

## RETURNED ITEMS FORM

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To be filled in by the Buyer and sent to the Seller by email to [knit@knitronix.com](mailto:knit@knitronix.com).

**Buyer**

Company

Address

Designated Contact Person

Order n°

Telephone

Fax

E-mail

**Seller**

**Knitronix S.r.l.**

Via Rocca Tedalda n. 25, Florence (50136)

Ufficio vendite (Sales office) Knitronix, C/A Ivano Brogonzoli, Director Business  
Development

E-mail: [ibrogonzoli@knitronix.com](mailto:ibrogonzoli@knitronix.com) - Mobile: +393450172953

**Product Description**

Quantity	Product Code	Description	Series n°
1.			
2.			
3.			

Attached is a copy of the invoice relating to the Products whose return is requested.

Date \_\_\_\_\_ Signature \_\_\_\_\_

NOTIFICATION OF DEFECTS FORM

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To be filled in by the Buyer and sent to the Seller by email to [knit@knitronix.com](mailto:knit@knitronix.com).

**Buyer**

Company

Address

Designated Contact Person

Order n°

Telephone

Fax

E-mail

**Seller**

**Knitronix S.r.l.**

Via Rocca Tedalda n. 25, Florence (50136)

Ufficio vendite (Sales office) Knitronix, C/A Ivano Brogonzoli, Director Business  
Development

E-mail: [ibrogonzoli@knitronix.com](mailto:ibrogonzoli@knitronix.com) - Mobile: +393450172953

**Product Description**

Quantity	Product code	Description	Series n°
1.			
2.			
3.			

Attached is a copy of the invoice relating to the Products under dispute.

Defect	Supporting Evidence	Operating Conditions
<input type="checkbox"/> permanent	<input type="checkbox"/> in view/during assembly	<input type="checkbox"/> temperature ___ °C
<input type="checkbox"/> sporadic	<input type="checkbox"/> at initial start-up	<input type="checkbox"/> vibration ___ m/s <sup>2</sup> , g rms
<input type="checkbox"/> after working for ___ minutes	<input type="checkbox"/> after working for ___ days	<input type="checkbox"/> pressure ___ bar
<input type="checkbox"/> mechanical flaw	<input type="checkbox"/> after calibration	<input type="checkbox"/> power input

Description of the defect/additional comments:

**IMPORTANT: Appropriate documentation to be attached in order to support the claim**

Type of Request

- Repair
- Verification under warranty
- Quote for repair costs
- Modification / Transformation
- Control

Date \_\_\_\_\_ Signature \_\_\_\_\_