



# Return claim parts procedure

Dear Customer,

We would like to inform you about the proper procedure to follow in case of claims and parts to be returned to OMFB SPA for inspection.

Following up this procedure will help claims management, resulting in a quicker problem solving.

- 1. Initial authorization:** Before sending back any material, customer must fill in the authorization request form Mod.95 A and send it both to [claims@omfb.it](mailto:claims@omfb.it) and your usual contact person in OMFB. Form is available at OMFB webpage <https://www.omfb.com/en/>.

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Once OMFB approves the claim a ticket number is released (RSC number) and associated to that claim. The RSC number must be reported in any communication and written on the delivery documentation. We kindly ask you not to ship back any material without following the above procedure and without any authorization from us.

OMFB SPA reserves the right to reject materials at customer expenses, if return authorization is missing.

- 2. Shipping condition:** Material must be returned at customer cost and responsibility. RSC number communicated by OMFB must be reported in the delivery documentation.
- 3. Claim information:** in order to speed up claim investigation it is important that claim form Mod.95 A contains as much as possible information, especially regarding traceability, markings, issue detected by the customer, working condition, etc.
- 4. Condition of returned material:** Returned material needs to be cleaned, if already used in order to allow faster and better investigation by OMFB. Customer must not disassemble claimed material otherwise OMFB warranty on the parts may end consequently.

Following these simple rules will ease the process of claim management with mutual benefits either at customer and OMFB side.

Thank you in advance for your cooperation, we remain with  
Best Regards