

## MATERIAL RETURN FORM

**SYNQO GROWSOLUTIONS**  
C/ de la Volta dels Garrofers 43  
08340 Vilassar de Mar  
Barcelona, Spain  
**T:** +34 932 53 97 24  
**E:** info@synqo.eu  
**W:** www.synqo.eu

**Date:** \_\_\_\_\_

Company name: \_\_\_\_\_

Commercial name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

Postal code: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

### Return Codes:

- A.** Return product under warranty for repair
- B.** Return product 'WITHOUT' warranty for repair/quotation
- C.** Return product for credit

| Article code   | Quantity          | Description | Return Code     |
|----------------|-------------------|-------------|-----------------|
|                |                   |             | <b>A. B. C.</b> |
| Invoice Number | Reason for return |             |                 |

### Technical Service Resolution:

(To be filled in by Technical Service)

| Article code   | Quantity          | Description | Return Code     |
|----------------|-------------------|-------------|-----------------|
|                |                   |             | <b>A. B. C.</b> |
| Invoice Number | Reason for return |             |                 |

### Technical Service Resolution:

(To be filled in by Technical Service)

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|----------------|-------------------|-------------|-----------------|
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### Technical Service Resolution:

(To be filled in by Technical Service)

## CONDITIONS FOR RETURNS AND/OR EXCHANGES

- Remember and check that your return meets all of the following requirements:**
- The material to be returned must be unused and in the condition in which it was delivered, that is, with all its original packaging intact, manuals and accessories.
  - It cannot be dirty or scratched.
  - The return must be within 7 working days from the date you received it.
  - We will not accept a package in which any seal or seal has been pasted on the original box or packaging of the product.
  - The shipping costs in case of return shall be borne by the customer, except in the case of an error on the part of SYNQO GROWSOLUTIONS SL.

## WARRANTY CONDITIONS

In order to make use of this guarantee, it is essential to indicate the invoice number. In order to process it, the customer must bring the material to our facilities. The warranty covers labor and defective parts as long as they have not been tampered with. The duration of the warranty is established by law and the manufacturers. The warranty does not cover breakage of parts due to unnatural causes of the use of the part.

You must attach this form duly completed. As long as you have respected all the requirements SYNQO GROWSOLUTIONS S.L. will pay you the total amount of the articles, deducting them from future invoices or in their absence from the new material.

**I ACCEPT THE CONDITIONS:**

**SIGNATURE MR/MRS:**  
**VAT / CIF:**

Your partner in **Growth!**

## RETURN POLICY

### SYNQO GROWSOLUTIONS

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08340 Vilassar de Mar  
Barcelona, Spain

**T:** +34 932 53 97 24

**E:** [info@synqo.eu](mailto:info@synqo.eu)

**W:** [www.synqo.eu](http://www.synqo.eu)

### > ITEMS DAMAGED IN TRANSIT OR MISSING TRANSPORT:

**IMPORTANT:** Before signing the delivery note of the order, it is essential to check the parcels received. In case you notice any visible damage or absence of some parcels according to the transport document, please inform the carrier, and write it explicitly on the delivery note for later claim, such as "one pallet damaged before unloading". In case of damaged goods, it is also essential to take some pictures BEFORE the goods are unpacked, and if possible, before the goods are unloaded from the truck. A generic notice such as "pending review" on the delivery note will NOT be considered valid in the case of visible damages.

In the case of damages that could only be visible after unpacking and checking the goods (unnoticeable damages), or missing goods within the parcel, it is essential that you inform Synqo GrowSolutions within 7 natural days after receipt of the goods. Any claim after those 7 days will NOT be considered valid. If there is a significant damage such as multiple broken boxes, that was not reported on the transport document, the claimer needs to share pictures or any proof that the damage happened before handling the items within their facilities, even if not reported on the transport document.

### > RETURN OF PRODUCTS:

- No returns will be accepted after 3 months from the invoice date.

Unjustified returns of goods after 30 days of receipt, will have a penalty of 20% of its invoice price. After 2 months, the depreciation will be proportional to the time elapsed, and always after checking the good condition of the product and packaging. For this, the return authorization is required by means of the completed application form. Shipping costs will always be borne by the customer.

### > DEFECTIVE OR DAMAGED PRODUCT:

To request the return of a defective or damaged product, the "Request for Return" form must be completed. Once completed, you must send a copy along with the returned items or products. If it falls within the warranty period, it will be repaired free of charge. If the reason for the repair is due to misuse or is out of warranty period, the repair will be paid by the customer.

***For any doubt or clarification please send an email to [info@synqo.eu](mailto:info@synqo.eu).***

ALL RETURNS WILL BE SENT TO:

### SYNQO GROWSOLUTIONS

Carrer de la Volta dels Garrofers 43  
08340 Vilassar de Mar  
Barcelona, Spain