

EQUIPMENT RECEPTION REQUIREMENTS

The following are the requirements for **Master Battery** to accept the goods sent to our facilities by the customer. In case of non-compliance, the customer will be automatically informed from the Technical Assistance Service (TAS) that the product does not meet the conditions to apply the warranty and will proceed to return the equipment, applying the terms and rates of review explained in the attached document «[Information, deadlines and rates of the TAS](#)».

- It is recommended to send in its **original packaging** (if the product has it), together with the documentation and auxiliary elements. If it is not possible to ship in the original packaging, the model and serial number must be clearly and visibly indicated on the packaging.
- If the package or equipment arrives physically **damaged**, it will not be picked up at our facility, whether it is the responsibility of the transportation requested by the customer or **Master Battery**. This problem will be reported to the customer.
 - In case of damage in transport, the damage must be claimed to the company.
- All equipment must be identified with the **RMA number** for traceability to ensure **Master Battery's** pre-authorization of the equipment shipment
- The equipment must maintain the **required position** according to the type of product and as indicated on the original packaging.
 - Batteries that have been shipped palletized and strapped or wrapped, in order to ensure their correct transport, must also be received palletized and strapped or wrapped. Otherwise, they will be rejected and this problem will be reported to the customer.

It is at **Master Battery's** discretion the application of these requirements for the acceptance or rejection of the merchandise sent to TAS in the interest of a proper management of this process.