

## **Customer Care**

Our aim: the absolute and complete Customer satisfaction

As Manufacturer of wear resistant items, **EUROGOMMA** is often called to guarantee the wear life of its products.

The company is absolutely prepared to offer this kind of guarantee and makes it effective through the refunding of the customer in case of premature failure of our products.

The consistence of refunding is based on a simple mathematical formula:

AR = GWL - EWL \* PA  $\overline{GWL}$ 

where

CERTIFICATE

AR is the amount to refund
GWL is the guaranteed wear life
EWL is the effective wear life

**PA** is the amount paid by the customer

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EUROGOMMA DI ANNONI LUCIANO
VIA ANDREA VERGA, 9

This chart simply shows this formula:

Paid Amount

Guaranteed wear life

Effective wear life

Amount to refund

Quality Management System

which fulfills the requirements of the following standard

**Very important**: our wear life guarantee is strictly connected to the technical characteristics of the application. Therefor our guarantee is to be considered valid only in case the characteristics of the practical application correspond to the specifications communicated by the Customer.

Current issue: 2004/02/12 Validity: excellent metrocorrentment account

Lahis Roseri President of IQNet



Ginners Pron

"Open barmar-"

Via A. Verga n.9 24 127 Bergamo, Italy Tel.: +39 035 261 738

Fax.: +39 035 257 447

www.eurogomma.com