

EUROGOMMA

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:

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

where

AR is the amount to refund

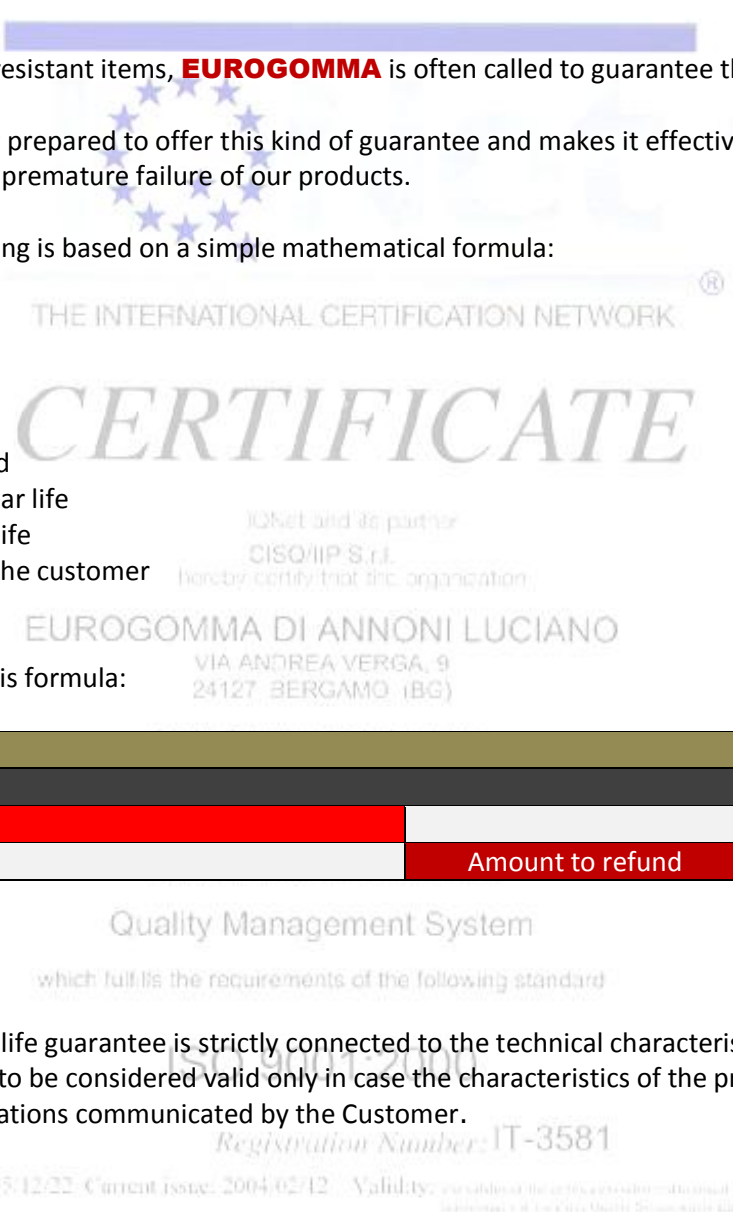
GWL is the guaranteed wear life

EWL is the effective wear life

PA is the amount paid by the customer

This chart simply shows this formula:

Paid Amount	
Guaranteed wear life	
Effective wear life	
	Amount to refund



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.