



CantiniVETRO S.R.L.

VIA DELLE CITTA' 62 - 50052 CERTALDO (FI) TEL
+39 0571. 656665 - 656672 FAX + 39 0571. 662857

ITALIAN TAX CODE AND VAT NO.
05045470480 info@cantinivetro.it -
www.cantinivetro.it

INFORMATION NOTE TO CUSTOMERS

Dear customer, we inform you that Cantini Vetro is working to constantly improve the service offered and the quality of the products sold. The purpose is to increase the quality of the service and to limit non-conformities, optimising the production processes without damage. Cantini Vetro suppliers have been selected to offer ever better services and quality; this information note arises from the belief that the best results come from mutual collaboration. We therefore ask you to comply with the requirements of this document.

Introduction:

The customer is required to check the quality and conformity of the goods before using them in the production cycle as per current legislation .

The use of the goods in the production cycle will be interpreted as a clear acceptance of the state of the goods.

The customer is also required to check the product data sheets, the packaging scheme and the manufacturer's instructions sheet.

In the event of **breakage, malformation** of the bottles or the **presence of foreign bodies** inside them or inside a pallet, which could prevent or impair their normal and correct use, please:

1. **Stop bottling** and notify us immediately by phone, mail or fax.
2. **Keep the identification tags** of each pallet showing the production date and batch, anticipating **a copy by email or fax.**
3. **Keep all the bottles** deemed to be non-compliant or otherwise unsuitable in order to be able to quantify the percentage of those to be considered flawed with respect to the entire supply as well as to identify the causes and any responsibility for the same defects, **keeping them at our disposal (maximum 10 days).**
4. **Where necessary**, an inspection will be carried out at your premises by a technician appointed by the glass manufacturer to verify and identify the fault, the anomalies reported as well as any damage actually suffered if existing.
5. **After checking**, it will be decided if the goods need to be replaced.
6. From the moment the product supplied by Cantini Vetro is used in **any case** without having **previously submitted it to the compliance check, and without having verified the complete suitability** of the conditions listed above, Cantini Vetro will **no longer be obliged to make any guarantee** to the customer, meaning use as acceptance of the product supplied in the state of fact in which it is found.
7. It is understood that Cantini Vetro, undertakes to reimburse only the cost of the bottles that have resulted, from the outcome of the above checks, truly non-compliant or unsuitable for a normal and correct use, or to replace them where possible, only in the cases mentioned above and only if the methods indicated have been observed.
8. **Opening the non-conformity procedure:**
 - a. Download the **NON-CONFORMITY OPENING FORM** from the website www.cantinivetro.it in [the ASSISTANCE](#) section. Complete it in its entirety, including stamp and signature.
 - b. Send all the required documentation by email to assistenza@cantinivetro.it

The opening of the non-conformity is bound to the sending of the form duly and completely filled out including all the attachments requested.

Please return this letter signed and stamped for acknowledgement:

1- 2 - 3 - 4 - 5 - 6 - 7- 8

The Customer

CANTINIVETRO SRL