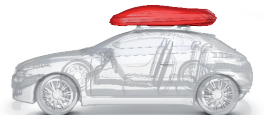
Customer Service

Dear customer,
in case of potential warranty case, please come in touch with the retail where you bought our product in order to open a guarantee dossier.
Below the list of the information to send to the Company if you need to access to the technical analysis for a possible warranty procedure opening about G3 products.
Please be aware that for whatever problem you might have had, our dealer will ask you for the following material:



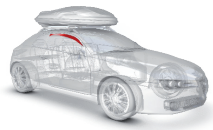
roofboxes

- Picture of internal tuv label with lotto production number;
- As much as possible pictures of the damaged product;
- As much as possible pictures of every damaged component;
- Short summary about how the possible damage occurred;
- Invoice or receipt of the product you bought;
- Police report, in case of refound demand of broken belongings or personal damages.



roofbars

- Picture of outside label of the product (label with barcode) with date of packaging;
- Picture of internal tuv label with lotto production number;
- As much as possible pictures of the damaged product;
- As much as possible pictures of every damaged component;
- Brand and year of the car;
- Short summary about how the possible damage occurred;
- Invoice or receipt of the product you bought;
- Police report, in case of refound demand of broken belongings or personal damages.



wind deflectors

- Picture of how the wind deflector has been fixed;
- As much as possible pictures of the damaged product;
- Invoice or receipt of the product you bought;
- Picture of wind deflector code engraved;
- Short summary about how the problem occured.

wheel covers

- As much as possible pictures of the damaged product
- As much as possible pictures of every damaged component;
- Short summary about the problem;
- Invoice or receipt of the product you bought;
- Picture of the outside product label (label with barcode) with packaging date.



other accessories

- As much as possible pictures of the damaged product
- As much as possible pictures of every damaged component;
- Invoice or receipt of the product you bought;
- Short summary about the problem.



* Pease note that for all problems happening during transport, it's always necessary to forward the copy of the shipping documents with marked reserve.