

## **Our Claims Policy and Process**

The customer must check the quantity and state of the goods upon delivery. Any quality defect or any hidden defect, as well as any size discrepancy that would be noticed after delivery may not bind us beyond the replacement of the concerned products, to the exclusion of any compensation. Products sent back for replacement will remain under our property. Claims must be notified within one month from the delivery. They will be taken into consideration only if products have not yet been transformed.

### **How to Submit a Claim:**

If you are facing a problem with our products, please gather and send us full following information that is essential for the claim settlement.

By email to our Customer Service & Quality departments  
satmappc@samta.fr & quality-satmappc@satma.fr

### **Requested information:**

- The order number
- The invoice number
- The shipping date
- The foil type and forming voltage
- The roll number
- The quantity of defective goods
- The detailed reason for the claim
- Your technical data from incoming inspection or capacitor production
- Pictures
- Picture of the green label situated on the top of the pallet
- Defective sample sheet (if possible full width, 300 mm long)
  
- Shipping address for samples:  
Customer Service  
SATMA PPC  
2 Z.A. La Chandelière  
38570 Goncelin  
France
  
- Dispatch expenses are at customer's account

Our quality department will analyse all available information, samples, and production data to find out the cause of the claim.

- In case of damage due to transportation, please make a conditional acceptance of the products to Insurance claim agent and please take high definition pictures of the damage. Then, kindly send us all information and pictures to complete the file for the insurance company.

