



1. PRODUCT WARRANTY

- Please read the information in this document carefully before shipping the products to Full Gauge Eletrocontroles Ltda.;
- Check the Full Gauge Controls warranty terms provided on the website and in the controllers' manuals;
- Instrument shipments to Full Gauge Controls are intended for technical analysis to verify warranty coverage. In accordance with our policy, the company reserves the right not to repair parts that are outside the warranty period, either due to the time elapsed since their manufacture or because they present defects or conditions not covered by the warranty terms. We reiterate that all our practices comply with applicable laws; therefore, for instruments outside the warranty, submitting them for analysis does not imply confirmation that the repair will be performed, as this decision depends on the technical assessment and service feasibility;
- Shipments must include the ANNEX 1 document duly completed and sent together with the instrument(s);
- The analysis will be carried out within the deadlines stated in this form, under Additional Notes. Note: instruments more than 10 years from their date of manufacture will not be evaluated or repaired.

2. SHIPPING INSTRUCTIONS

a) SHIPPING INFORMATION

FULL GAUGE ELETROCONTROLES LTDA.

State Registration (IE): 024/0121317 | Tax ID (CNPJ): 90.446.048/0001-10

Address: Rua Júlio de Castilhos, nº 250, Bairro Niterói, Canoas, Rio Grande do Sul, Brazil

ZIP Code: 92120-030

Phone: +55 51 3778 3412

E-mail: garantia@fullgauge.com.br

www.fullgauge.com



b) INTERNATIONAL SHIPMENTS

The sender must provide the documentation required by the carrier or postal service for an international shipment, such as a customs declaration, commercial invoice or pro forma invoice, when applicable.

When a content description or customs classification is required, use a clear and generic description such as:

Description: Digital Temperature Controller for Refrigeration Equipment

HS Code: 9032.89

The declared value should correspond to the actual value required by the carrier or customs authorities. If the shipment is being sent exclusively for warranty evaluation or repair, this information should be clearly indicated in the customs documentation, when applicable.

3. TRANSPORTATION

All transportation, freight and insurance costs are the responsibility of the customer (sender).

4. PRODUCT RETURN

- The return method for the instruments will be informed in the evaluation/quotation;
- After repair or rejection of the quotation, instruments will remain at Technical Assistance awaiting quotation approval or pickup for a maximum period of 12 (twelve) months;
- After this period, if there is no response (approval, rejection, or pickup scheduling), the instrument will be sent for disposal in accordance with the internal policy, without reimbursement.

5. NOTES

- Send the complete instrument, if possible, with the sensors;
- During the repair process, the configuration values and data of shipped instruments may be restored to factory settings. Therefore, the customer must save their data or



configurations before shipping. Full Gauge Controls shall not be responsible for any loss of such data and/or configurations;

- If the instrument is repaired, the repair will be carried out after approval of the quotation;
- O prazo para análise de um instrumento é de até 7 dias úteis, após o recebimento. *Nota: este prazo poderá estar sujeito a alteração em função da quantidade de itens enviados;*
- The time required to complete the repair (after quotation approval, if applicable) will be estimated and communicated to the customer together with the diagnosis/quotation. This period depends on the complexity of the service and the availability of components.

6. REVERSE LOGISTICS AND DISPOSAL OF ELECTRONIC PRODUCTS

- Brazilian legislation on reverse logistics establishes obligations for certain types of products and manufacturers. Full Gauge Controls informs that, at present, it does not fall within the categories of manufacturers legally required to structure and implement reverse logistics systems for all of their post-consumer products;
- Therefore, for the proper disposal of Full Gauge Controls electronic products that are not covered by warranty and are not eligible for service by the factory's Technical Assistance, the customer should look for selective collection points or electronic waste disposal programs available in their city or region. Many municipalities and private organizations provide appropriate locations for the collection and environmentally appropriate disposal of electronic waste.



ANNEX 1

☐ **Legal Entity**

Company:

Tax ID:

Department:

Name of Technical Contact:

E-mail:

Telephone: ()

☐ **Individual**

Full name:

ID:

Full address:

E-mail:

Telephone: ()

Complete the table below:

Instrument Model	Serial Number	Reported Defect