

Conex Universal Limited Product Guarantee claims procedure

Purpose:

To describe to the external parties how to proceed in case of a claim relevant to a product supplied by Conex Universal Limited or its associated business units.

Procedure:

1. Any alleged product claim must be reported in the first instance to the appropriate customer service contact (see table 1 below) within one month of the first notification of any such alleged occurrence.
2. The allegedly claimed defective products must be returned with a fully completed '[Product Guarantee claim form](#)' to the appropriate customer service contact (see table1 below).
3. The [Product Guarantee claim form](#) is available on the Conex Bänninger website www.conexbanninger.com/guaranteeclaimform or can be supplied upon request by the appropriate IBP Customer service contact (see table1 below)
4. At the request of Conex Universal Ltd., the party making a claim must supply to Conex Universal Ltd evidence of date of purchase by the end user of the product(s) concerned.
5. Upon receipt of the alleged defective product(s) and completed product guarantee claim form, customer service will register the claim. The claim will then be processed according to Conex Universal Limited's internal procedures.
6. To enable testing and detailed investigation of your claim please ensure you comply with the following requirements:
 - a. Allegedly, defective Fittings must be cut from the system with a minimum of 50 mm of assembled tube at each branch (end) to enable testing.
 - b. Allegedly, defective Specification and Ball Valves must be cut from the system with a minimum of 50 mm of assembled tube at each branch (end) to enable testing.
 - c. In situ photographic evidence of the alleged claim and any related damages must be sent with the claim form.
 - d. Invoices of any related costs incurred must be sent with the claim form.

Failure to comply with any elements of the above listed requirements may result in a delay to the processing of your claim or it being rejected.

Table 1 Customer Services Contacts Conex Universal Ltd.

Business territory	Contact Email	Contact Phone number	Address
Central Europe Germany Austria Switzerland Czech republic Slovakia Denmark Sweden Norway Finland Estonia	customerserviceDE@ibpgroup.com	+49 (0)6403 7785 0	IBP GmbH, Theodor-Heuss-Strasse 18, 35440 Linden Germany
Gulf Saudi Arabia Bahrain UAE Oman Qatar Kuwait Egypt Lebanon	customerserviceGulf@ibpgroup.com	+971 (0)556199697	P.O Box 392768, One JLT Tower, Level 5 Office 12 Jumeirah Lake Towers Dubai, UAE
France	customerserviceFR@ibpgroup.com	+34 957 469 629	IBP Atcosa, SL Pol. Ind. Quintos-Aeropuerto s/n Apartado de Correos, nº16 14080 Córdoba ESPAÑA
Eastern Europe Poland Russia	customerservicePO@ibpgroup.com	+48 61 660 96 40	Conex Banninger Sady ul. Za Motelem 2A 62-080 Tarnowo Podgórne
Italy	customerserviceIT@ibpgroup.com	+39 (0)521299760	IBP Bänninger Italia srl, Piazza Meuccio Ruini 9A, 43126, Parma ITALIA
Spain Greece	customerserviceES@ibpgroup.com	+34 957 469 629	IBP Atcosa, SL Pol. Ind. Quintos-Aeropuerto s/n Apartado de Correos, nº16 14080 Córdoba ESPAÑA
UK Ireland	customerserviceUKI@ibpgroup.com	+44 (0)1215572831	Conex Universal Limited 95 Vantage Point, The Pensnett Estate, Kingswinford, West Midlands DY6 7FT, UNITED KINGDOM

UK OEM	customerserviceUKOEM@ibpgroup.com	+44 (0)1215572831	Conex Universal Limited 95 Vantage Point, The Pensnett Estate, Kingswinford, West Midlands DY6 7FT, UNITED KINGDOM
USA Canada Central America South America	customerserviceUS@ibpgroup.com	+1 904 217 4902	IBP Group LLC 24 Cathedral Place, Suite 400 St. Augustine, FL 32258
Portugal, North Africa South Africa	CustomerservicePR@ibpgroup.com	+34 957 469 629	IBP Atcosa, SL Pol. Ind. Quintos- Aeropuerto s/n Apartado de Correos, nº16 14080 Córdoba ESPAÑA
Belgium and Netherlands	customerserviceINT@ibpgroup.com	+44 (0)1215572831	Conex Universal Limited 95 Vantage Point, The Pensnett Estate, Kingswinford, West Midlands DY6 7FT, UNITED KINGDOM
International Hong Kong Malaysia India Sri Lanka Singapore Thailand Vietnam South Korea Australia/New Zealand (non Reece) Cyprus Malta	customerserviceINT@ibpgroup.com	+44 (0)1215572831	Conex Universal Limited 95 Vantage Point, The Pensnett Estate, Kingswinford, West Midlands DY6 7FT, UNITED KINGDOM

Conex Universal Limited
Global House
95 Vantage Point
The Pensnett Estate
Kingswinford
West Midlands
DY6 7FT, UK
Tel: +44 (0) 121 557 2831
Fax: +44 (0) 121 557 0185
Web: www.conexbanninger.com
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