



# SUPERSTAR®

INTERNATIONAL S.A.S.

Capital 1 800 000 €

## RETURN CONDITIONS

The product must be sent in their original packaging, designed to protect them during transport. If the original packaging is not available, please take all necessary to ensure that the product is properly protected and can travel safely.

The problems arising from transportation in improper packaging will not be taken under warranty and will be charged as well as labor. In addition, the logistics department reserves the right to reject any product arriving at our offices in a visible state of advanced deterioration or breakage. This form must be completed fully and legibly accompanied by the purchase invoice in case of guarantee, the serial number must be written on it. If this were not the case, the product would be put on hold until that you have to send back the missing information.

If the estimate is refused, you will have to pay : Euros 10.00 excl.VAT for repair coverage + excl.VAT Euros 10.00 for shipping charges of return.

The invoices are payable before departure.

For a product which is not guaranteed sent back at CRT FRANCE, without answer from you 12 months after the reception of the estimate CRT FRANCE, the product will be considered as abandoned and will become CRT FRANCE's property.

If the product was already handled first time by our AFTER-SALES SERVICE, please let us know as well as the number of the voucher of repair or the invoice and dates of the repair.

## TERMS AND CONDITIONS

I have read the conditions of return and accept.

\* Date: .....

\*Last name / First Name : .....

\*Signature :

*Fields marked with an asterisk (\*) are required. An incomplete form may result in the rejection or delay in treatment.*



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## AFTER SALES SERVICE

### YOU MUST ATTACH WITH YOUR PRODUCT

#### Your contact information

\*Society .....

\*Last Name ..... First Name .....

\*Address .....  
.....  
.....

\*ZIP CODE..... \*CITY.....

\*Phone..... \*Mobile phone..... Fax.....

\*Email.....

#### Your product

\*BRAND.....

\*MODEL..... \*SERIAL NUMBER.....

*\* must match the serial number on the invoice in case of warranty*

\*DATE OF PURCHASE .....

*\* Provide a copy of proof of purchase if the product is under warranty.*

\* DESCRIPTION OF THE DEFECT.....  
.....  
.....  
.....  
.....  
.....

\*ACCESSORIES ATTACHED