



Airfield Solutions

ADB Incident Registration Form

Date:		Incident report by (person):	
Customer:		Company:	
Airport:		Country:	
PO number or ADB sales order:		E-mail:	

Product / Service	Fault Description / Problem	Location on Runway (e.g. taxiway centerline)	ADB Material Number	Serial Number / Date code	Quantity

Shipping Address for Replacements:					
Street:					
Postal Code:		City:			
Country:					
Local Contact to receive shipment:		Phone:		E-mail:	

**By filling out this form you agree to the ADB CMH Incident Conditions below*

ADB Technical Service Incident Conditions

Incident Numbers

Incident numbers are assigned to ADB equipment that will be returned to ADB for whichever reason.

Return of material

Works may only be returned upon the prior written authorization of ADB or authorization given by e-mail. A valid Incident number must be assigned before shipping the material back to ADB. The assigned Incident number must be clearly marked on the outside of the packaging and on the shipping documents. ADB will not be responsible for equipment shipped without a valid incident number. Product received by ADB without a valid Incident number could be delayed in processing.

The material must be returned to ADB within 30 calendar days, starting from the assignment of an Incident number, unless otherwise agreed in writing.

When equipment is not returned within 30 calendar days and no shipping documents can prove equipment was shipped, the Incident number becomes null and void and any replacement material sent by ADB for the Incident will be charged to the customer that requested the registration of the Incident.

Only the products and quantities as described in the Incident request will be accepted by ADB. Should any additional products need to return, a new Incident number should be requested.

Warranty

Equipment is subject to ADB warranty conditions provided that the product concerned is still within the warranty period defined in the applicable General Conditions for Deliveries and Services by ADB.

The following list of defects is explicitly excluded and consequently not subject to the warranty conditions:

- Defects caused by incorrect installation.
- Defects caused by improper handling of the equipment.
- Defects caused by modifications made to the product.
- Other defects determined by ADB not to be covered under warranty.

Investigation costs

Evaluation costs are not charged for material under warranty. For material that, for whichever reason, is not under warranty all evaluation costs will be automatically charged to the customer that registered the Incident. Every investigation has a minimum evaluation fee of \$175.00.

Repair costs

Repair costs are not charged for material under warranty. For non-warranty material, ADB will evaluate the defect and perform a preliminary calculation of repair cost. This price estimate will be sent to the person that requested the Incident registration for his written approval or approval by e-mail. This price estimate is valid for 15 business days. If no approval is received within 15 business days, ADB will consider this as a rejection of the estimate and the material will be returned to sender unrepaired.

When the repair price is not accepted, the evaluation fee and shipping costs will be charged.

Upon approval of the repair price, ADB will perform the repair at the agreed price and ship the repaired equipment best way.

Packing and labeling

It is advised to use the original packaging. When the original packaging is no longer available, an equivalent should be used or the proper packaging material can be purchased from ADB.

Transport cost

All works authorized for return must be sent to ADB freight prepaid unless otherwise agreed in writing.

ADB cannot be held responsible for damage caused to products during transport to ADB. ADB advises to insure the material for shipment.

Equipment under warranty shipped by ADB as replacement or after repair is sent freight prepaid unless otherwise agreed in writing.

For material that is not under warranty, ADB will return shipment best way.

Other conditions

The General Conditions for Deliveries and Services by ADB governing the sale of products apply exclusively, unless other conditions have been agreed in writing.