



Search By Reference

Search



Partner Login

Username *

Password *

Log in

[Privacy Policy](#)
[Request new password](#)



Search By Vehicle

Search

Step 1



The screenshot shows the KRIOS air conditioning website interface. At the top, there is a navigation menu with links for Home, Company, Products, Contact, Download, and Media. Below the menu is a large image of four different air conditioning compressors. Underneath the image are three main navigation sections:

- Search By Reference:** Includes a search icon, a text input field, and a Search button.
- User Area:** Includes a shopping cart icon and a list of links: Change User, Shopping cart, My Account, Fast Order, Order via File, Orders, Invoices, Delivery Notes, and Report.
- Search By Vehicle:** Includes a search icon and a Search button.

At the bottom of the page, there is a navigation menu with a red header and the following items:

- My account
- Barcode and Weight
- Enquiry
- Fast Order
- Order with File
- Price List
- Shopping cart
- Warranties and Claims

A red arrow points to the 'Warranties and Claims' link in the bottom navigation menu.

Effettuare il log in con Username e Password

Non appena sarà visibile la schermata a sinistra, cliccare su *Resi e garanzie* in basso a destra.

Step 2



Home Company ▾ Products Contact ▾ Download ▾ Media ▾

Home » Warranties and Claims



Search Code



Select Vehicle



Standard Compressors

Warranties and Claims

Please put the total number of the lines you want to insert

Set the number of rows for the Form at next Step

Alternatively, You can upload an Excel file.

The Excel requires just two columns, Code and Qty, at the first two positions:

	A	B
1	Code	Qty
2	83.057	10
3	72275-2	50
4	1.5112	2
c		

Nessun file selezionato

Submit

Dossier List

Dossier ID	Status	View Dossier
------------	--------	--------------

In alto, inserire il numero totale di prodotti da rendere (una linea differente per ogni prodotto)
In alternativa è possibile caricare un file excel composto di 2 colonne: Codice e Quantità.

Dopodiché cliccare su *Invia*

Step 3



A questo punto è necessario indicare tutti i dati relativi ai prodotti che si vogliono rendere. Qualora le linee indicate nella schermata precedente non fossero sufficienti, si potranno aggiungere cliccando su *Aggiungi una riga*

Tutti i campi indicati con * sono obbligatori per procedere con la richiesta di reso.

Spuntare per accettazione delle condizioni e cliccare su *Anteprima*

KRIOS
air conditioning

Home Company Products Contact Download Media

Home > New request for Goods Returns

New request for Goods Returns

Contact Person: Email:

Code List

Code *	Qty *	Invoice	Delivery Note	Type of return *	Damage/Defect/Reason *	Maker, Model, Version	Customer Claim no.	Attachment (labour cost)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select type ▼	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Add one more

Terms & conditions

1. To Fill our warranty form is compulsory. The warranty form, fulfilled in every part, is necessary for our offices to process the request for returned goods. The customer has to send a copy by-mail, asking for authorization.
2. Before to send back the goods, please wait for our authorization.
3. The goods will be checked and tested upon arrival in our warehouse. In case the item is non defective or the damage is not due to a manufacture defect or to transport reasons, the warranty is refused and the goods will be sent back at customer's charges.
4. The goods sent back for wrong order should arrive in perfect conditions: clean, safe and in the original packaging.
5. The compressors must arrive together with their caps in order to avoid any oil spilling.
6. The returned goods have to be sent back at customer's charges, while the related substitution is at Sidat charges.
7. The customer can only send back the goods for which the authorization has been given. A copy of the warranty form, previously sent by e-mail, must be put inside the box, together with the goods.
8. Any delivery for warranty is not accepted during the months of August and December

I have read and agree to conditions above.

Note:

Preview

Navigation

- My account
- Barcode and Weight
- Enquiry
- Fast Order
- Order with File
- Price List
- Shopping cart
- Warranties and Claims

Standard Compressors

Search Code

Select Vehicle

Step 4



Accanto ad ogni codice potrete trovare un flag verde (corretto) o uno giallo qualora vi sia una o più incongruenze con i dati a nostro sistema. Si prega in questo caso di ricontrollare i dati inseriti.

Inoltre, si prega di specificare il motivo della restituzione, indicando se possibile il veicolo e il numero di telaio.

L'ufficio resi controllerà in tal caso ogni discrepanza e/o informazione mancante.

New request for Goods Returns

Contact Person: Email:

Code List

Code *	Qty *	Invoice	Delivery Note	Type of return *	Damage/Defect/Reason *	Maker, Model, Version	Customer Claim no.	Attachment (labour cost)
1.5312A	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	defective	too noisy	<input type="text"/>	<input type="text"/>	
13.2220A	2	<input type="checkbox"/>	<input type="checkbox"/>	missing		<input type="text"/>	<input type="text"/>	

Add one more

 Allowed quantity

the quantity is higher than the one you purchased
the item has been bought more than 24 months ago
the item has never been purchased

Terms & conditions

1. To Fill our warranty form is compulsory. The warranty form, fulfilled in every part, is necessary for our offices to process the request for returned goods. The customer has to send a copy by-mail, asking for authorization.
2. Before to send back the goods, please wait for our authorization.
3. The goods will be checked and tested upon arrival in our warehouse. In case the item is non defective or the damage is not due to a manufacture defect or to transport reasons, the warranty is refused and the goods will be sent back at customer's charges.
4. The goods sent back for wrong order should arrive in perfect conditions: clean, safe and in the original packaging.
5. The compressors must arrive together with their caps in order to avoid any oil spilling.
6. The returned goods have to be sent back at customer's charges, while the related substitution is at Sidat charges.
7. The customer can only send back the goods for which the authorization has been given. A copy of the warranty form, previously sent by e-mail, must be put inside the box, together with the goods.
8. Any delivery for warranty is not accepted during the months of August and December

I have read and agree to conditions above.

Note:

Preview

Submit Request

Navigation

- My account
- Barcode and Weight
- Enquiry
- Fast Order
- Order with File
- Price List
- Shopping cart
- Warranties and Claims

Step 5



Si verrà quindi reindirizzati alla pagina principale de garanzia e reclami, un messaggio nella parte superiore della pagina confermerà che la richiesta sia stata inviata correttamente.

Entro 48 ore si riceverà un'e-mail contenente un file pdf con l'elenco di tutti gli articoli che sono stati autorizzati al reso e il numero di garanzia.

Invitiamo gentilmente a stampare questo documento e a inviarlo insieme alla merce.

Si prega di non spedire la merce prima di aver ricevuto questa e-mail di conferma.

Tutta la merce spedita senza previa autorizzazione verrà respinta.

Step 6



Home » Warranties and Claims

Warranties and Claims

Download Guide

Please put the total number of the lines you want to insert

5

Set the Number of rows for the Form at next Step

Alternatively, You can upload an Excel file.

The Excel requires just two columns, Code and Qty, at the first two positions:

	A	B
1	Code	Qty
2	83.057	10
3	72275-2	50
4	1.5112	2

Seegli file Nessun file selezionato

Submit

Dossier List

Dossier ID	Status	View Dossier
20365	Processing	View
20187	Closed	View



Quando la richiesta di reso sarà stata elaborata totalmente, o parzialmente, si avrà la possibilità di verificarne lo stato cliccando su *Visualizza*.

Sarà ora possibile controllare tutte le informazioni relative ai test eseguiti e anche scaricare un file excel contenente queste informazioni.

Navigation

My account

Barcode and Weight

Enquiry

Fast Order

Order with File

Price List

Shopping cart

Warranties and Claims

www.kriosac.it

The logo for KRIOS air conditioning features a stylized circular graphic on the left, composed of three curved lines in blue, red, and white. To the right of this graphic, the word "KRIOS" is written in a large, bold, blue sans-serif font. Below "KRIOS", the words "air conditioning" are written in a smaller, blue sans-serif font, with "air" in red and "conditioning" in blue.

KRIOS

air conditioning

Lo staff di Krios AC resta a tua completa
disposizione per ulteriori informazioni.

JOIN US!

