



## **INFORMATION FOR THE CLIENT.**

### **1 - Warranty**

Products purchased directly from RILO S.R.L have a one-year warranty. The repairs, during the term indicated above, which will be computed from the date of the invoice to the customer, will be free of charge for the customer, as long as the detected failure had occurred due to a manufacturing defect or defect within normal use and current of the good in question. Normal and current use is understood to be that carried out in accordance with the specifications contained in the user manual.

### **2 - Pre-technical verification**

Before contacting technical service, we recommend our breakdown chart. <https://bit.ly/2yyGwxt> It presents a series of drawbacks / failures and their possible solution. If you do not find an answer to the problem you are having, then we invite you to contact us as the next point says.

### **3 - Telephone support (technical)**

Depending on the technical failure, it is possible that a company operator can assist you by phone in order to solve the problem before sending a technician to your home. In this case, call 4671-0852.

### **4 - Technical Service**

To obtain a technical service, within the warranty of the product, you must contact the 4671-0852 providing us with the necessary data, such as establishment, machine model, product failure, among others.

### **5 - Sale**

To communicate with one of our sellers you can do it by phone at 4671-0852 or by email [ventas@rilo.com.ar](mailto:ventas@rilo.com.ar)

### **6 - General inquiries**

To make a general inquiry you can send us an email to [info@rilo.com.ar](mailto:info@rilo.com.ar) or contact us through Instagram <https://bit.ly/2Uspb0D> or Facebook <https://bit.ly/2X6mncl>