



# The first Bike Suspension Center in Italy

## Form: 01.2017 request maintenance / reparation

Name of private client/retailer \_\_\_\_\_ Tax number/VAT \_\_\_\_\_

Address: \_\_\_\_\_ ZIP: \_\_\_\_\_ City: \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Person to contact: \_\_\_\_\_

1. Specify model shocks / forks / seat posts \_\_\_\_\_
2. Specify brand and model of the bike \_\_\_\_\_ Year of manufacture \_\_\_\_\_
3. Specify type of requested intervention \_\_\_\_\_
4. Specify damages/dysfunctions \_\_\_\_\_

Method of payment:  cash on delivery  bank transfer  paypal

For the reconsignment it is possible to decide between:  GLS  POST

(We recommend the post if at the address of consignment there is not always someone in place. ATTENTION: If you choose a courier, in case of absent address there are invoiced € 18.00 because of stock costs)

### REMARK:

Requests of interventions with **GUARANTY** are accepted only if the product has been distributed officially by B.S.C. srl and they have to arrive by retailers. Besides it is necessary to send a **photocopy of the original sales slip**

### By signing this document the applicant declares to accept the following conditions:

1. The "**Form of requests for maintenance/repairation**", filled with all the details and signed by the applicant, has to be added to the products. When a product is sent without such form or not filled out completely, there are invoiced **€ 15.00 + IVA** due to the additional work.
2. Furthermore we ask you to clean the products externally before you send them to facilitate the whole process of registration. If the product is sent dirty and it is not possible to accept the product, B.S.C. srl has the right to invoice **€ 10.00 + IVA** due to cleaning and organization costs. The forks with two crowns have to be sent completely with both crowns. Instead the shocks have to be sent completely with the spring and the reducer (these last ones also with the air shocks). In case of absence of these components, B.S.C. srl has the right to not accept the product.
3. The applicant allows the assigned center of assistance to remove all the parts of the product in maintenance/repairation/tuning that are necessary with the aim to fulfill a correct analysis of the defect/problem and to formulate an estimate of costs (in case of repairation not included in the guaranty)
4. The applicant has been informed that the acceptance of the estimate of costs is a necessary condition to go on with all the operations of maintenance/repairation/Tuning. The assigned center of assistance is allowed to not finish the maintenance/repairation after the disassembling of the single parts when the estimate of costs is not accepted.
5. The applicant has been informed correctly and gives the authorization that, whenever he does not allow the maintenance/repairation/tuning, the center of assistance could decide, because of the incontrovertible verdict, to **not undertake the assembling of one/certain components** which are checked, worn, damaged or do not work and therefore it is **not possible to work with them or it is dangerous for the user/owner**. The center of assistance is liberated from any responsibility of consideration.
6. The applicant has been informed that the amount for the interventions of maintenance/repairation entered in the price list could increase up to 20 % (taking in account the price list of the available maintenances on [www.bikesuspension.com](http://www.bikesuspension.com)) and gives in advance the acceptance to still undertake the intervention of maintenance/repairation until this threshold.
7. The applicant knows that B.S.C. srl could demand discretionary a contribution to fulfill the estimate of costs according to the complexity and the duration in circumstances of workforce/materials of consumption of the operations of disassembling to verify the problem, if the applicant decides to fulfill the repairation or less.

**For telescopic seat posts it is NOT possible to ask for an estimate of costs.**

**Forks/shock from € 45.00 + Iva to € 55.00 + IVA**

Date \_\_\_\_\_

Signature of the applicant and responsible \_\_\_\_\_



Customers

Information about the article 13 D.Lgs n.196/2003
"Personal Data Protection Code"

The Italian Personal Data Protection Code (Code) provides for the following main obligations:

- Personal data must be processed with respect for the data subjects' rights, fundamental freedoms and dignity, particularly with regard to confidentiality, personal identity and the right to personal data protection.
Information systems and software must be configured by minimising the use of personal data and identification data. This must be done in a way that prohibits their processing if the purposes for processing can be achieved by using either anonymous data or providing suitable arrangements to allow the identification of data subjects only in necessary cases.
Personal data processing must be:
processed lawfully and fairly;
collected and recorded for specific, explicit and legitimate purposes and used in further processing operations in a way that is not inconsistent with the original purpose;
accurate and, where necessary, kept up to date;
relevant, complete and not excessive in relation to the purposes for which the data is collected or subsequently processed;
kept in a form that permits identification of the data subject for no longer than is necessary for the purposes for which the data is collected or subsequently processed;
commenced only if data subjects have been previously informed about the processing; and
commenced only if the data subjects have given their consent
Personal data could be used to send information material and publicity.
The proprietor of personal data is B.S.C srl with domicile in via Monte Leone 4, 39010 Cermes (Bolzano)

Art. 7 Diritto di accesso ai dati personali ed altri diritti

1. L'interessato ha diritto di ottenere la conferma dell'esistenza o meno di dati personali che lo riguardano, anche se non ancora registrati, e la loro comunicazione in forma intelligibile.

2. L'interessato ha diritto di ottenere l'indicazione:

- a) dell'origine dei dati personali;
b) delle finalità e modalità del trattamento;
c) della logica applicata in caso di trattamento effettuato con l'ausilio di strumenti elettronici;
d) degli estremi identificativi del titolare, dei responsabili e del rappresentante designato ai sensi dell'articolo 5, comma 2;
e) dei soggetti o delle categorie di soggetti ai quali i dati personali possono essere comunicati o che possono venirne a conoscenza in qualità di rappresentante designato nel territorio dello Stato, di responsabili o incaricati.

3. L'interessato ha diritto di ottenere:

a) l'aggiornamento, la rettificazione ovvero, quando vi ha interesse, l'integrazione dei dati;

b) la cancellazione, la trasformazione in forma anonima o il blocco dei dati trattati in violazione di legge, compresi quelli di cui non è necessaria la conservazione in relazione agli scopi per i quali i dati sono stati raccolti o successivamente trattati;

c) l'attestazione che le operazioni di cui alle lettere a) e b) sono state portate a conoscenza, anche per quanto riguarda il loro contenuto, di coloro ai quali i dati sono stati comunicati o diffusi, eccettuato il caso in cui tale adempimento si rivela impossibile o comporta un impiego di mezzi manifestamente sproporzionato rispetto al diritto tutelato.

4. L'interessato ha diritto di opporsi, in tutto o in parte:

a) per motivi legittimi al trattamento dei dati personali che lo riguardano, ancorché pertinenti allo scopo della raccolta;

b) al trattamento di dati personali che lo riguardano a fini di invio di materiale pubblicitario o di vendita diretta o per il compimento di ricerche di mercato o di comunicazione commerciali

Consent

The undersigned \_\_\_\_\_

I declare that I have read attentively the information about the article 13 D.Lgs n.196/2003 "Personal Data Protection Code" and I give my consent to the treatment and the communication of my personal data with the aim to send information material and publicity with the modality that is explained above. In case that the consent is not necessary, this is to see as a declaration of the receiving of information.

\_\_\_\_\_ li \_\_\_/\_\_\_/\_\_\_\_\_

(Readable signature) \_\_\_\_\_

In particular referred to D.Lgs. 30 Giugno 2003, n.196, I declare that I have read this information above and I give my consent to the treatment and the communication of my personal data also with electronical equipment.

\_\_\_\_\_ li \_\_\_/\_\_\_/\_\_\_\_\_

(Readable signature) \_\_\_\_\_