1003131\_ ROBIN WARRANTY CLAIMS - Customer procedure

To make a warranty request for a new aircraft, please follow the following procedure:

1. Contact our technical service via the following email address: [garantie.avion@robin-aircraft.com](mailto:garantie.avion@robin-aircraft.com)
   1. Detail your problem as clearly and completely as possible.
   2. Fill in your details.
   3. You will be contacted as soon as possible to define the technical solutions and for a diagnosis.
2. Once the origin of the failure / technical diagnosis to be carried out has been determined, to obtain the replacement of defective parts, you must complete the warranty claim form 1003130 available below.
   1. Fill in each field with details of your request.
   2. Provide the requested documents (EASA Form1, ...)
3. Attach the defective part to the form and send it to the following address:

*Service Garanties Robin Aircraft, 1B route de Troyes, 21121 Darois*

1. Order the replacement part by sending an email to [garantie.avion@robin-aircraft.com](mailto:garantie.avion@robin-aircraft.com)
   1. The receipt of your order will be confirmed by sending the corresponding invoice to your address.
   2. The part will be sent to you upon receipt of payment and subject to immediate availability. Otherwise, the deadline will be communicated to you by the Warranties Department.
2. Once we have received and inspected your part and the defect of the part is confirmed, a credit note is issued.

*PLEASE NOTE that labor costs will not be paid by Robin Aircraft if the work is being carried out outside of Robin Aircraft workshops.*

If you have any questions about the guarantees to which this procedure has not answered, please contact us at the following address:

[casimir.pellissier@robin-aircraft.com](mailto:casimir.pellissier@robin-aircraft.com)