

MT DISTRIBUTION


AFTER SALES SERVICE


1. Overview

Thanks to the European footprint, MT Distribution is able to provide effective solutions for After sales services across Europe

- 8 repair hub managing requests on a centralized level
- Total repair facility size of 50,000 m²
- Over 1.6 million units repaired internally in 2020
- Standardized compliant processes
- ISO 9001-2015 certified
- Fully integrated and customized test tools and IT infrastructure
- Quality assurance and control processes



 Main Service Centre

 Country served by the Main Service Centre

2. Service Contacts



In case of technical issue, you can contact us via Webform, E-mail or Telephone number.

Webforms

Contacting us via webform allow our operators to be ready with all the detail of your case, and thus offer a quicker and more efficient Service, we recommend to use this form

<https://www.argentobike.it/en/support>

<https://www.apriliasmartmovement.it/en/support/>

<https://www.ducatiurbanemobility.com/assistance/>

<https://www.ducatiurbanemobility.fr/assistance>

<https://www.vr46e-mobility.com/support/>

<https://www.alemobility.com/en/support>

E-mail

(French) UrbanE-mobility_FR@Sertec360.com

(Dutch) UrbanE-mobility_NL@Sertec360.com

Direct Hotline (local rates, no added value)

Belgium +32-35004205

Netherlands +31-737440478

Luxembourg +352-20204206

3. Service Request Process



1. Service request

- Webform
- Country dedicated phone number (local rates)
- Country dedicated e-mail



2. Customer support

- Technical support
- Troubleshooting and NFF prevention
- Self repair / spare parts support
- RMA Validation in case the product needs to be shipped to the Repair Center
- Shipping instructions and shipping labels sent to customer (via email)
- In case of Out of Warranty repair, quotation is provided



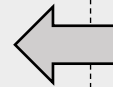
3. Product Pick-up at Customer place

- Pick-up of the product at Customer home in the agreed day/time slot, or at logistic pick up point
- Delivery of the product at the Repair Center address



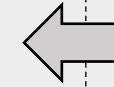
4. Product Pick-up at Customer place

- Inbound of the product and Incoming check (incl. video / photo recording)
- Warranty validation or Out of Warranty proposal
- Repair activity
- Repair Status Tracking available (link to Web portal sent to final user once the product picked-up)
- Packaging and Outbound



5. Product Return at Customer place

- Delivery of the product at Customer home (options: pre-alert via email)



6. Customer Satisfaction Survey

**End
Customer/POS**

Contact Center

Logistic Partner

Repair Center

4. Warranty terms



Warranty conditions can be found at the following links

- https://www.ducatiurbanemobility.it/wp-content/uploads/2021/07/EN-Ducati-Urban-e-Mobility-Website_Information-relevant-to-the-legal-guarantee-borne-by-the-Retailer.pdf
- https://www.apriliasmartmovement.it/wp-content/uploads/2021/07/EN-Aprilia-Smart-Movement-Website_Information-relevant-to-the-legal-guarantee-borne-by-the-Retailer.pdf
- https://www.argentobike.it/wp-content/uploads/2021/09/EN-Argento-Website_Information-relevant-to-the-legal-guarantee-borne-by-the-Retailer.pdf

Thank you