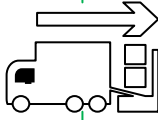


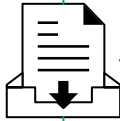


Malfunction is reported to you. You order parts from Wave, with reference "warranty", via mail or by use of the web portal

Parts @ ships to customer



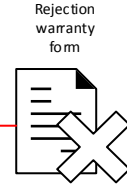
Within 10 working days after malfunction, you should send the completely filled in warranty form to Wave



Warranty form timely received yes / no

Yes

No



Rejection warranty form

Wave informs you the unique warranty file number



Within 10 working days after the appointment of the warranty file number, assesment by Wave will take place



(partial) Approval warranty file



Warranty form (partially) approved or rejected

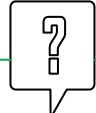
Rejection warranty file



Wave informs you regarding the (partial) approval of the warranty file and potential approval for the invoice of (partially) claimed costs



You send an invoice to Wave with approved costs; payment terms 30 days



Yes / No

No

Rejection of invoice

You will receive an invoice for the priory shipped free of charge "warranty" parts

Are the defect parts returned to Wave, within 30 days after shipping "warranty" parts

Yes

Payment of invoice

Warranty file completed

