



Search By Reference

Search



Partner Login

Username \*

Password \*

Log in

[Privacy Policy](#)  
[Request new password](#)



Search By Vehicle

Search

# Step 1



The screenshot shows the KRIOS air conditioning website interface. At the top, there is a navigation menu with links for Home, Company, Products, Contact, Download, and Media. Below the menu is a banner image of four car air conditioning compressors. The main content area is divided into three columns. The left column has a 'Search By Reference' section with a search bar and a 'Search' button. The middle column has a 'User Area' section with a shopping cart icon and a list of links: Change User, Shopping cart, My Account, Fast Order, Order via File, Orders, Invoices, Delivery Notes, and Report. The right column has a 'Search By Vehicle' section with a search bar and a 'Search' button. Below these sections, there are three more boxes: a 'Ricerca per Codice' search box with a magnifying glass icon and a red arrow pointing to it; a 'Standard Compressors' box with a magnifying glass icon; and a 'Guide to Shopping' box with a magnifying glass icon. A large red arrow points from the 'Guide to Shopping' box towards the 'Warranties and Claims' link in the navigation menu on the right.

Home Company Products Contact Download Media

KRIOS air conditioning

Search By Reference

Search

User Area

Change User

Shopping cart

My Account

Fast Order

Order via File

Orders

Invoices

Delivery Notes

Report

Search By Vehicle

Search

Ricerca per Codice

Cerca

Standard Compressors

Guide to Shopping

Navigation

- My account
- Barcode and Weight
- Enquiry
- Fast Order
- Order with File
- Price List
- Shopping cart
- Warranties and Claims

Log in with your Username and Password

As soon as the screen on the left is visible, click on *Warranties and Claims* at the bottom right of the page.

# Step 2



Home Company ▾ Products Contact ▾ Download ▾ Media ▾

Home » Warranties and Claims



Search Code



Select Vehicle



Standard Compressors

## Warranties and Claims

Please put the total number of the lines you want to insert

Select number of rows for the Form at next Step

Alternatively, You can upload an Excel file.

The Excel requires just two columns, Code and Qty, at the first two positions:

	A	B
1	Code	Qty
2	83.057	10
3	72275-2	50
4	1.5112	2
c		

Seegli file Nessun file selezionato

Submit

Dossier List

Dossier ID	Status	View Dossier
------------	--------	--------------

At the top of the page you have to put total number of product you want to return (one line every different product).

Otherwise you can also upload an xls file of 2columns: Part no. and Quantity.

After that, click on *Submit*

# Step 3



**KRIOS** air conditioning Home Company Products Contact Download Media

Home > New request for Goods Returns

### New request for Goods Returns

Contact Person:  Email:

Code List

Code *	Qty *	Invoice	Delivery Note	Type of return *	Damage/Defect/Reason *	Maker, Model, Version	Customer Claim no.	Attachment (labour cost)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select type ▼	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Add one more**

Terms & conditions

1. To Fill our warranty form is compulsory. The warranty form, fulfilled in every part, is necessary for our offices to process the request for returned goods. The customer has to send a copy by-mail, asking for authorization.
2. Before to send back the goods, please wait for our authorization.
3. The goods will be checked and tested upon arrival in our warehouse. In case the item is non defective or the damage is not due to a manufacture defect or to transport reasons, the warranty is refused and the goods will be sent back at customer's charges.
4. The goods sent back for wrong order should arrive in perfect conditions: clean, safe and in the original packaging.
5. The compressors must arrive together with their caps in order to avoid any oil spilling.
6. The returned goods have to be sent back at customer's charges, while the related substitution is at Sidat charges.
7. The customer can only send back the goods for which the authorization has been given. A copy of the warranty form, previously sent by e-mail, must be put inside the box, together with the goods.
8. Any delivery for warranty is not accepted during the months of August and December

I have read and agree to conditions above.

Note:

**Preview**

**Search Code**

**Select Vehicle**

**Standard Compressors**

**Navigation**

- My account
- Barcode and Weight
- Enquiry
- Fast Order
- Order with File
- Price List
- Shopping cart
- Warranties and Claims

Now it is necessary to indicate all data related to the claim request. If lines selected in previous screen are not enough, you can add more by clicking on *Add one more*

All fields marked with \* are mandatory to proceed with your claim request

Flag your agreement and then click *Preview*



# Step 4



Home » New request for Goods Returns

## New request for Goods Returns

Contact Person:  Email:

Code List

Code *	Qty *	Invoice	Delivery Note	Type of return *	Damage/Defect/Reason *	Maker, Model, Version	Customer Claim no.	Attachment (labour cost)
1.E312A	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	defective	too noisy	<input type="text"/>	<input type="text"/>	<input type="text"/>
13.2220A	2	<input type="checkbox"/>	<input type="checkbox"/>	missing	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Add one more

⚠ Allowed quantity

the quantity is higher than the one you purchased  
the item has been bought more than 24 months ago  
the item has never been purchased

Terms & conditions

1. To Fill our warranty form is compulsory. The warranty form, fulfilled in every part, is necessary for our offices to process the request for returned goods. The customer has to send a copy by-mail, asking for authorization.
2. Before to send back the goods, please wait for our authorization.
3. The goods will be checked and tested upon arrival in our warehouse. In case the item is non defective or the damage is not due to a manufacture defect or to transport reasons, the warranty is refused and the goods will be sent back at customer's charges.
4. The goods sent back for wrong order should arrive in perfect conditions: clean, safe and in the original packaging.
5. The compressors must arrive together with their caps in order to avoid any oil spilling.
6. The returned goods have to be sent back at customer's charges, while the related substitution is at Sidat charges.
7. The customer can only send back the goods for which the authorization has been given. A copy of the warranty form, previously sent by e-mail, must be put inside the box, together with the goods.
8. Any delivery for warranty is not accepted during the months of August and December

I have read and agree to conditions above.

Note:

Preview

Submit Request

Next to each part no. you may find a green flag (everything okay) or a yellow alert if there is any incongruence with our system data.

In addition, please specify the return reason, indicating if possible the vehicle and the VIN number.

Claim dept. will check any discrepancy and/or request you any missing information.

# Step 5

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You will be then redirected to warranty and claims page, a message at the top of the page will confirm your request has been properly sent.

Within 48h you will receive an e-mail including a pdf file listing all the item that have been authorized to be returned and your claim return identification number. We kindly invite you to print this document and to return it with the goods.

*Please do not send any goods back before to receive this confirmation e-mail.*

All goods returned without authorization will be rejected.

# Step 6



Home » Warranties and Claims

## Warranties and Claims

Download Guide

Please put the total number of the lines you want to insert

Set the Number of rows for the Form at next Step

Alternatively, You can upload an Excel file.

The Excel requires just two columns, Code and Qty, at the first two positions:

	A	B
1	Code	Qty
2	83.057	10
3	72275-2	50
4	1.5112	2

Selegli file Nessun file selezionato

Submit

Dossier List

Dossier ID	Status	View Dossier
20365	Processing	View
20187	Closed	View



Once your request will be totally or partially processed you'll have the possibility to check its status clicking on *View*.

It will be now possible to check all information related to tests executed and also to download an excel file with these information.

### Navigation

- My account
- Barcode and Weight
- Enquiry
- Fast Order
- Order with File
- Price List
- Shopping cart
- Warranties and Claims



[www.kriosac.it](http://www.kriosac.it)

The logo for KRIOS air conditioning features a stylized 'K' with red and blue swooshes to its left. The word 'KRIOS' is in large, bold, blue capital letters, and 'air conditioning' is in smaller, blue lowercase letters below it.

# KRIOS

air conditioning

Krios AC staff remains at your complete disposal for further information.

JOIN US!

