



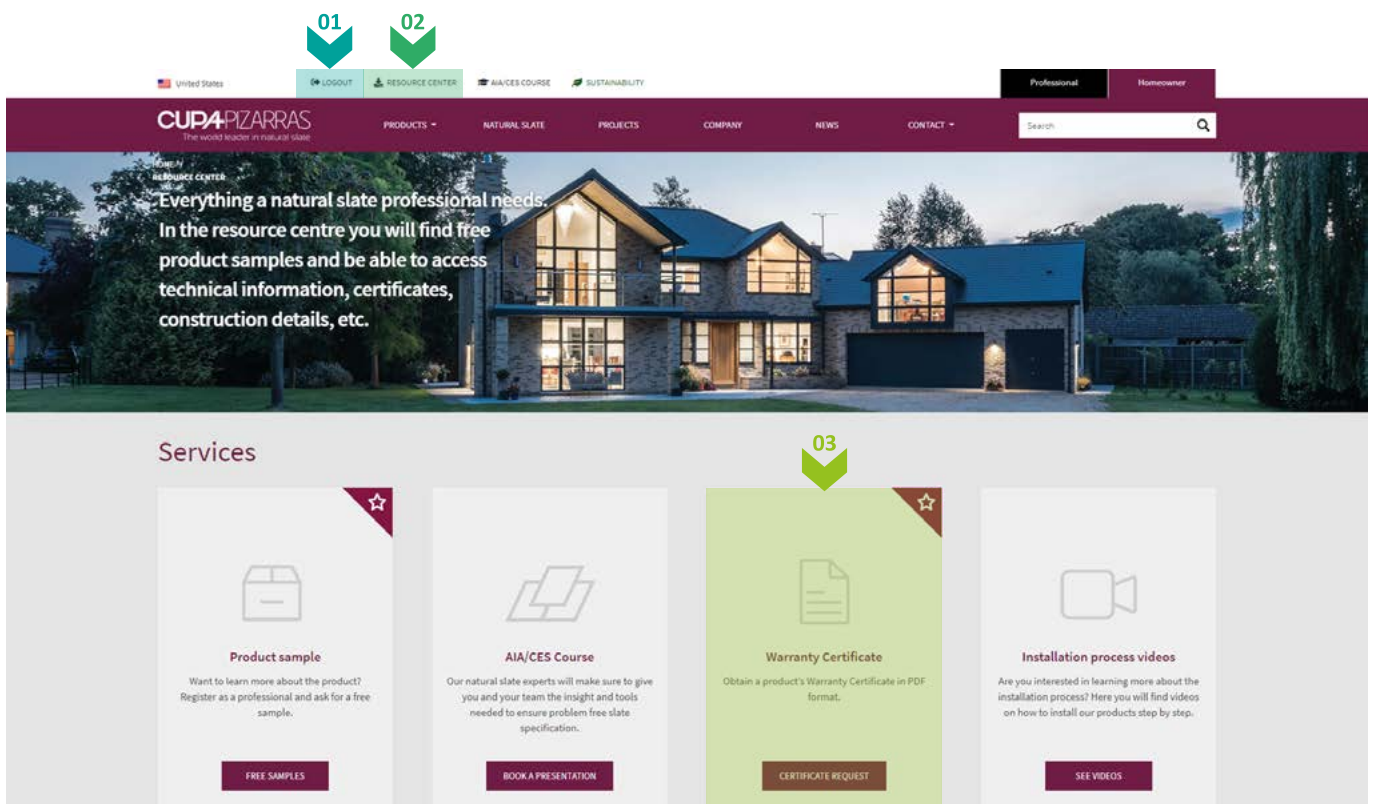
PROCEDURE FOR
THE **ISSUING OF A**
CUPACLAD
GUARANTEE
CERTIFICATE

The online issuing of the Certificate will allow you to save time! Within your “Client space” you can access to all the Certificate requests you have made.

To help you with this new tool, we can assist you during the creation of your ‘Pro profile’ in www.cupapizarras.com. In this case, you will receive your login codes by mail. You can then change it.

Issuing of a CUPACLAD Guarantee certificate

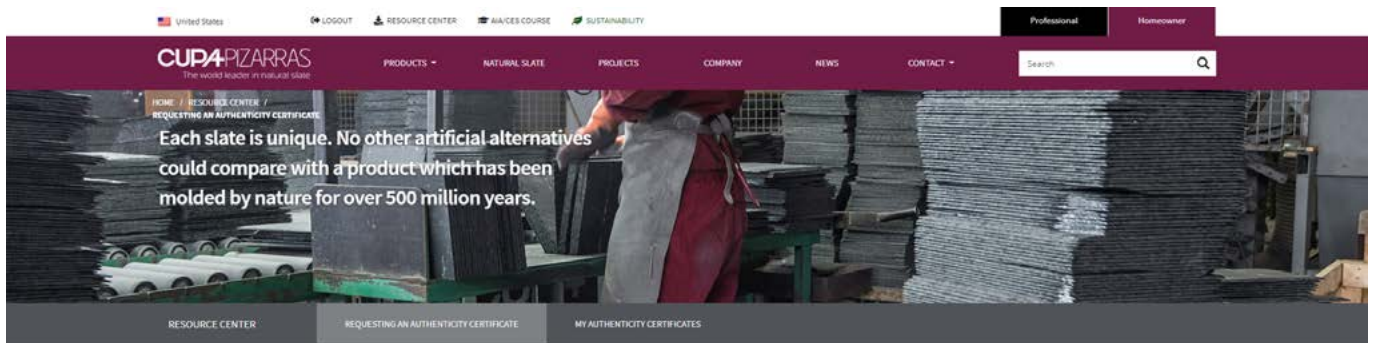
- ① Go to the website www.cupapizarras.com
- ② Login to the **Pro Profile (01)** with your credentials go to the page **Resource centre (02)** click to **Request a certificate (03)**



- ③ Complete the required fields, just like it was a paper form (04).

Comment: In order to avoid problems filling the ‘Pallet number’ box. Remember to keep the bar codes to provide this information.

For the future, you will have to keep the bar codes to provide this information.



Requesting a Warranty Certificate

Complete the form below to obtain a product's Warranty Certificate in PDF format.

If you have any questions during this process, do not hesitate to contact us.

④ Attach the PDF with the copy of the **purchase invoice**.

It must be an unaltered invoice, with the price on it. This is a mandatory request from the insurance companies. Without it, they cannot cover the guarantees.

We are very careful: this information remains confidential and under no circumstances we use it for commercial purposes.

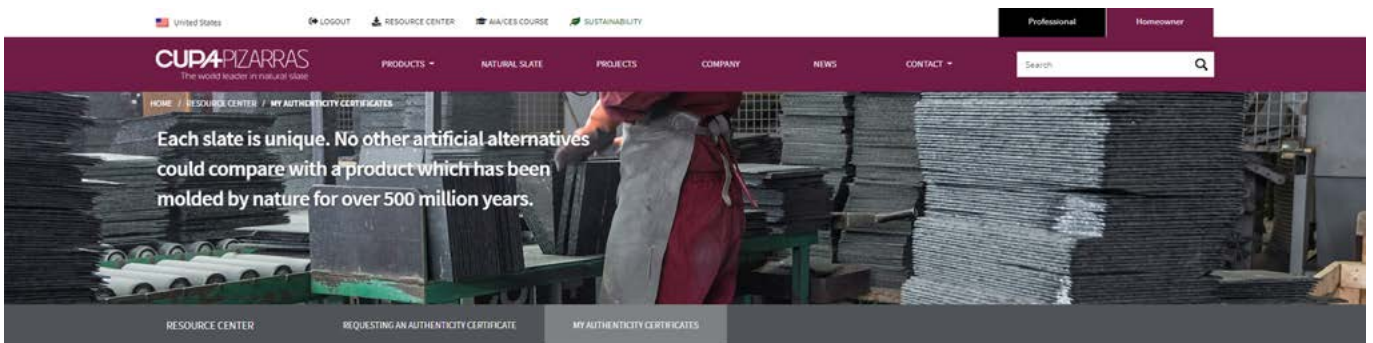
⑤ Validate the application by clicking on 'Issue an Authenticity Certificate' (05).

⑥ Within the next few minutes, you will receive an email to confirm that the request has been received in our system.

⑦ As soon as it has been validated by our Quality manager, you will receive a second email with the complete Certificate, **in PFD format**.

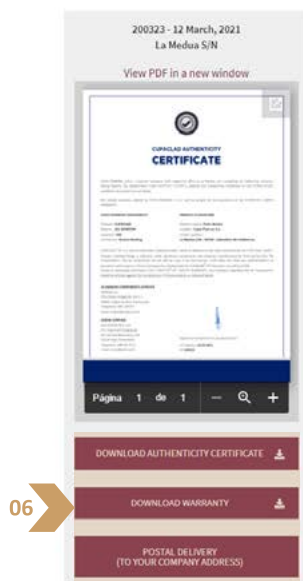
⑧ If needed, you can login to your **Pro space** again and ask for:

- Receive the physical Guarantee in your office **(06)**
- Send the Guarantee directly to your client **(06)**
- Choose both **(06)**



My Authenticity Certificates

List of my generated Warranty Certificates



The CUPA PIZARRAS team is at your disposal to give you information and solve all queries you may have with this new tool. You can reach directly to +44 (0) 20 3318 4455 or uk@cupapizarras.com.