



**CantiniVETRO** S.R.L.

VIA DELLE CITTA' 62 - 50052 CERTALDO (FI) ITALY  
TEL +39 0571. 656665 - 656672 FAX +39 0571. 662857  
TAX CODE AND PAR. V.A.T. (VAT No.) IT 05045470480  
cantinivetro@cantinivetro.it - www.cantinivetro.it

# ATTACHMENT\_CVS24

## SPECIAL GLASS CONTAINERS – FEATURES and TIPS FOR USE - Form 1/S24

"Special" glass bottles (i.e. all those bottles that are not considered standard models), including those customized to the customer's order, are to be considered "special" also regarding the rules to be observed for correct use: technical specifications, such as – but not limited to – resistance to internal pressure, must not be compared to those of standard bottles, despite the similarity of design and weight.

Therefore, given their peculiarity, as a result the bottling speed must be significantly reduced, not exceeding 7,000 pcs/hr.

For models never produced before or with new molds, for the first production runs, the customer must treat the bottles with greater care, since the maximum performing structural efficiency can be achieved after a few productions.

It should also be considered that special conical bottles or special bottles, which, due to their structural constitution, have contact points concentrated in small areas or specific areas rather than on the entire surface of the body, are much more subject to impact stress. Impacts between containers, concentrated in specific points, can cause micro-breaks and compromise the bottles' structural tightness. For this reason, it is necessary to avoid areas of massive accumulation of containers and areas where bottles repeatedly hit each other or on the walls because this can cause damage and breakages to the bottles.

It will also be necessary not to overload the pallets beyond the permitted weight, not to store the bottles in places with hot or cold peaks to avoid large temperature variations, since all of this can contribute to significantly weakening the performance of the glass.

CV's responsibility for the bottle's suitability does not cover damages resulting from incorrect use of the "special" containers and the lack of precautions that the user must observe.



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### **INFORMATION NOTE TO CUSTOMERS – Form 2/S24**

***Dear customer, Cantini Vetro is working to constantly improve the service offered and the quality of the products marketed. The aim is to increase service quality and limit non-compliance, optimizing damage-free production processes. Cantini Vetro's suppliers have been selected to offer increasingly better services and quality. This information note stems from the belief that the best results come from mutual collaboration. We therefore ask you to comply with the requirements of this document.***

***Premise:***

***The customer is required to verify the quality and compliance of the goods before using them in the production cycle as per current legislation.***

*The use of the goods in the production cycle will be interpreted as a clear acceptance of their condition.*

***The customer is also required to check the product's technical data sheet, the packaging diagram and the manufacturer's usage sheet.***

In case of **breakage, malformations** of the bottles or the **presence of foreign bodies** inside the bottles or the pallets, which may prevent or affect their normal and correct use, please:

1. **Suspend bottling** and notify us immediately by phone and email, taking care to fill in the appropriate "Report Form" (Form 3/S) as better explained in point 8 of this Information Note.
2. **Keep the labels** of each pallet where the date and batch of production are indicated, **send a copy by email or fax in advance together with the aforementioned Form 3/S.**
3. **Keep all bottles** deemed non-compliant, or in any case unsuitable, to quantify the percentage of those to be considered defective with respect to the entire supply, as well as to identify the causes and any responsibilities for such defects. **Keep them at our disposal until we specifically indicate otherwise.**
4. **If necessary**, an inspection will be conducted at your headquarters by a technician appointed by the glassworks to verify and identify the anomalies reported as well as any damage actually suffered if any.
5. **After inspection**, it will be decided whether the goods need to be replaced.



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6. From the moment the product supplied by Cantini Vetro is used, without **having previously subjected it to compliance control and without having verified the complete suitability of the conditions listed above**, Cantini Vetro will no longer be required to provide any guarantee to the customer. Its use is understood as acceptance of the product supplied in the condition in which it is found.
7. It is understood that only in the cases mentioned above and only if the indicated procedures are observed, Cantini Vetro undertakes to reimburse only the cost of the bottles that, from the outcome of the above inspections, have been found to be actually non-compliant or unsuitable for normal and correct use, or to replace them when possible.
8. **How to open the non-compliance file:**

- a. Download the REPORT FORM from the website [www.cantinivetro.it](http://www.cantinivetro.it) **CONTACTS section** . [Fill it out in its entirety, including stamp and signature.](#)

- b. Send all the required documentation by email to the mailbox [assistenza@cantinivetro.it](mailto:assistenza@cantinivetro.it) (<https://www.cantinivetro.com/it/contatti/> )

***The opening of the non-compliance report is subject to submission of the duly and completely filled form and all the required attachments.***

**Please return this document to us dated, signed and stamped for acknowledgment of points:**

**1- 2 – 3 – 4 – 5 – 6 – 7- 8**

The Client
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CANTINI VETRO SRL  




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**ATTENTION:**

1. The following must be attached to this form:
  - 1.1 PHOTOS AND VIDEOS OF THE NON-COMPLIANCE FOUND THAT TESTIFY: THE EXTENT AND TYPE OF NON-COMPLIANCE AND THE QUANTITY OF BOTTLES INVOLVED.
  - 1.2 PHOTO OF SCRAP PILE.
  - 1.3 LABELS FROM THE AFFECTED PALLETS (**of ALL the specific pallets in which non-compliant containers were found and NOT JUST SOME**).
2. **ALL** individual units that are broken and/or deemed non-compliant must be **set aside and stored**: upon receipt of the report, **CANTINI VETRO** will contact you to arrange pick-up.
3. It is necessary to complete the form in **ALL ITS PARTS** and attach adequate material to demonstrate the effectiveness of the non-compliance; otherwise the request will not be processed (see point 1).
4. Please send all documentation to: [assistenza@cantinivetro.it](mailto:assistenza@cantinivetro.it)

Customer <input style="width:90%;" type="text"/>	Telephone: <input style="width:90%;" type="text"/>																																																						
Reference person: <input style="width:95%;" type="text"/>																																																							
Delivey note n°: <input style="width:300px;" type="text"/>	Date: <input style="width:150px;" type="text"/>																																																						
Item: <input style="width:300px;" type="text"/>	Code: <input style="width:300px;" type="text"/>																																																						
Date of non-compliance detection: <input style="width:150px;" type="text"/>	Date of opening the non-compliance form: <input style="width:150px;" type="text"/>																																																						
Type of non-compliance: Packaging Breakage Other <input style="width:150px;" type="text"/>																																																							
Description of non-compliance: <input style="width:100%; height:20px;" type="text"/> <input style="width:100%; height:20px;" type="text"/> <input style="width:100%; height:20px;" type="text"/> <input style="width:100%; height:20px;" type="text"/>																																																							
Non-compliant Batch: <input style="width:580px;" type="text"/>																																																							
Molds Involved: <input style="width:230px;" type="text"/> <input style="width:390px;" type="text"/>																																																							
Quantity of bottles used: <input style="width:120px;" type="text"/>	Non-compliant percentage: <input style="width:120px;" type="text"/>																																																						
Qty of non-compliant bottles: <input style="width:120px;" type="text"/>																																																							
<p><b>WARNING!</b> Keep <b>ALL</b> the non confirm bottles which must remain available for any technical verification visit. <b>In any case, consideration will only be given to the actual number of bottles the technician will be able to view</b></p> <p><b>Identify and describe the phase in which the non-compliance was verified. Non-compliance was verified during:</b></p> <table style="width:100%; border:none;"> <tr> <td>Packaging control</td> <td>YES</td> <td>NO</td> <td>External drying</td> <td>YES</td> <td>NO</td> </tr> <tr> <td>Opening of packages</td> <td>YES</td> <td>NO</td> <td>Basket placement</td> <td>YES</td> <td>NO</td> </tr> <tr> <td>Depalletization</td> <td>YES</td> <td>NO</td> <td>Labeling</td> <td>YES</td> <td>NO</td> </tr> <tr> <td>Internal rinsing</td> <td>YES</td> <td>NO</td> <td>Packaging</td> <td>YES</td> <td>NO</td> </tr> <tr> <td>Filling</td> <td>YES</td> <td>NO</td> <td>Palletization</td> <td>YES</td> <td>NO</td> </tr> <tr> <td>Capping</td> <td>YES</td> <td>NO</td> <td>Storage</td> <td>YES</td> <td>NO</td> </tr> <tr> <td>  isobaric</td> <td></td> <td></td> <td>Final product</td> <td>YES</td> <td>NO</td> </tr> <tr> <td>  falling/slight depression</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>  light pressure</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>		Packaging control	YES	NO	External drying	YES	NO	Opening of packages	YES	NO	Basket placement	YES	NO	Depalletization	YES	NO	Labeling	YES	NO	Internal rinsing	YES	NO	Packaging	YES	NO	Filling	YES	NO	Palletization	YES	NO	Capping	YES	NO	Storage	YES	NO	isobaric			Final product	YES	NO	falling/slight depression						light pressure					
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Method of storing items before verification: open      covered shed      cellar      closed location      other <input style="width:150px;" type="text"/>																																																							