

## Conditions for Repairs

### Warranty

- New devices: 24months as from date of original invoice or receipt
- Repairs: 6 months on the repaired devices and on the exchanged spare parts (no warranty on any other following failure)

### Handling of failures during the warranty period

- A filled in Return Material Authorization form (RMA) needs to be sent together with any faulty item. If the RMA form is incomplete or missing, 50% of the check/estimate fees may be charged (fees are listed below).
  - Repair or exchange is free of charge
- ⇒ **Exemptions are mentioned in our warranty conditions.**

### Handling of failures after expiry of warranty period

- A handling fee of CHF 36.00 is charged for each repair order
- Check / Estimates are charged as listed below  
 Check / Estimate fees are only charged if neither a repair nor the replacement of the device is ordered.
- A filled in RMA form needs to be sent together with any faulty item. If the RMA form is incomplete or missing, 50% of the check / estimate fees may be charged.
- The repair work is charged at CHF 138.00 per hour (full quarters of the hour are charged)
- Selling prices are charged for necessary spare parts and/or new devices
- If the estimated repair costs are exceeding CHF 500.00 per device, an estimate is submitted in any case.
- Express-Repairs are processed within 3 working days\*\*  
 Express-Repairs need to be clearly marked as "EXPRESS"; sending us the device by Express mail our courier only does not mean an EXPRESS handling yet. Express-Repairs are subject to a surcharge of 20% on the total repair costs (excluding handling fee, packing, transport)  
 \*\* without dead-line warranty, surcharge is applied only if "Express-dead-line" is met.
- Packing and transport are charged as per outlays.

| Selling price per device | Check / Estimate fee |
|--------------------------|----------------------|
| below CHF 100.-          | CHF 30.-             |
| below CHF 500.-          | CHF 50.-             |
| below CHF 1'000.-        | CHF 90.-             |
| over CHF 1'000.-         | CHF 120.-            |

If no failure is detected, the check / estimate fee is charged. If the same failure occurs on the same device within 6 months, the check / estimate fee will not be charged for the second repair order.

Valid from 01. December 2016. **Prices in CHF and excl. VAT.** Subject to modifications