

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 143.00 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. July 2026. **Prices in CHF and excl. VAT.** Subject to modifications