

Repair and Service Conditions

Version: 01/2026

Thank you for submitting your repair to the Barcotec Service Center!

We are happy to take care of your repair quickly and cost-effectively. To ensure this is done in your best interest, we kindly ask you to **comply** with the repair conditions listed below:

General

Repairs can only be carried out if the service order is enclosed or if the repair has been **registered** in our **ONTRAS Online Repair and Service Center (service.barcotec.at)**. This is particularly necessary when devices must be sent by us to the manufacturer, as otherwise the devices will not be accepted.

Warranty/Repairs

- a. To verify your **warranty claim**, a copy of the purchase invoice / delivery note / serial number proof is required.
- b. For warranty repairs that **may not be performed in our Service Center** (manufacturer requirement), we must charge a **processing fee excluding shipping costs of € 93**.
- c. Warranty repairs for which **BARCOTEC is the authorized repair and service partner** (e.g., DENSO Authorized Repair Center) are carried out **free of charge**.

Repairs Outside Warranty

- d. We also carry out device repairs when the devices are no longer covered by a service contract or warranty.

Error Description

Please **ALWAYS** complete the service form in full. For products that arrive without a detailed error description (e.g., "broken", "for repair", "no function", etc.), part of the working time will be spent on error analysis, which can significantly increase your repair costs.

Unjustified Complaints

In case of unjustified complaints (no fault found, user error, manual not observed), the goods will be returned for a **verification fee of € 93**. The use of accessories and spare parts not produced by or written authorization from the respective manufacturer will result in immediate total loss of warranty and maintenance rights. We reserve the right to pass on flat-rate costs from our suppliers in these cases. The verification fee will also be charged if, after diagnosis and/or preparation of a cost estimate, **the repair is declined by the customer**.

Packaging

For return shipping, please use only the **original packaging**, as only this provides sufficient protection against transport damage. Improper packaging jeopardizes the warranty claim. The warranty claim is void for damages resulting from this.

Third-Party Products

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If no written agreement exists, products not purchased from Barcotec will be **returned unrepaired for a processing fee of € 90.50 plus shipping costs**. Excluded are those product lines for which BARCOTEC is the authorized repair partner for Europe (ARC – Authorized Repair Center).

Paid Repairs

For paid repairs, a rate of **€ 151 per hour** is currently charged.

Cost Estimates

The **preparation of cost estimates is chargeable** if the repair is declined. A cost estimate will be charged at least the amount of the verification fee mentioned in point 4.

Transport Costs

The **transport costs for return shipment** of repair goods to you are **not included** in the scope of delivery (see points 2.b, 2.c, 6, and 7). The costs for transport and insurance of repair goods to BARCOTEC are borne by the sender. Deliveries with postage due (note the delivery fee for mail shipments) will be refused.

The client (sender) is responsible for correctly **marking and packaging** shipments containing certain **hazardous materials** in accordance with the current ADR 1.3 or IATA-DGR 1.6 guidelines, applying special regulations. For repairs, send only defective devices, but without batteries, to our West Service Center or East Service Center.

Data Loss

BARCOTEC GmbH expressly assumes no liability for the loss or alteration of data (e.g., on RAM disk, scanner configurations, BIOS settings) during a repair or configuration, unless this was expressly noted on the registration form and is technically possible during the repair.

Final Provisions

BARCOTEC GmbH reserves the right to change or supplement these service conditions at any time. Otherwise, the General Terms and Conditions of BARCOTEC GmbH are recognized as accepted.

Thank you for your trust!

Your BARCOTEC Service Center Team