

## Repair and Service Conditions

Current stand: 06/2020

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

We are happy to handle the fast and cost-efficient execution of your repair. In order for us to help you in the best way possible, we ask you to observe the repair conditions listed below:

### 1. 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 (<http://service.barcotec.at>)**.

This is particularly necessary and important if devices have to be sent to the manufacturer by us, otherwise the devices will not be accepted.

### 2. Warranty/repairs

**a.** A copy of the purchase invoice / delivery note / serial number proof is required to verify your warranty claim.

**b.** For warranty repairs which may **not be carried out in our service center** (manufacturer's instructions) we have to **charge a handling fee of 88,00 € excl. shipping costs**.

**c.** Warranty repairs for which **BARCOTEC** is the **authorized repair and service partner** (e.g. DENSO Authorized Repair Center) will be carried out **free of charge**.

### Repairs outside the warranty

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

### 3. Error description

Please **ALWAYS** fill out the service form completely. In the case of products that arrive at our premises without a precise description of the fault (e.g. "broken", "for repair", "no function" etc), part of the working time will be spent on fault analysis, which can greatly increase your repair costs.

### 4. Unjustified complaints

In the case of unjustified complaints (no error detectable, operating error, manual not observed) the goods will be **returned for an inspection fee of 72,00 €**. The use of accessories and spare parts that have not been produced or authorized in writing by the respective manufacturer leads to the immediate total loss of the warranty and maintenance rights. We reserve the right to charge our suppliers' flat-rate costs in such cases. The inspection flat charge will also be charged if **the customer refuses the repair** after diagnosis and/or preparation of a cost estimate.

### 5. Packaging

Please use only the **original packaging** for the return delivery, as only this offers sufficient protection against transport damage. The warranty claim is at risk if the product is not properly packed. Any damage resulting from this will invalidate the warranty claim.

### 6. Third-party products

In the absence of a written agreement, products that were not purchased from Barcotec will be returned **unrepaired for a handling fee of 72,00 € and the shipping costs**.

Excluded from this are those product lines for which BARCOTEC is the authorized repair partner for Europe (ARC – Authorized Repair Center).

**7. Repairs with costs**

For repairs with costs, a **rate of 119,00 € per hour** is currently charged.

**8. Cost estimates**

The **preparation of cost estimates is subject to a charge fee** if the execution of the repair is refused. A cost estimate will be charged at least the amount of the inspection lump sum mentioned in point 4.

**9. Transport costs**

The **transport costs for returning** goods for repair to you are **not included** in the delivery (see points 2.b, 2.c, 6. and 7.). The costs of transporting and insuring goods for repair to BARCOTEC are carried by the sender. Deliveries that are not prepaid (note the delivery charge in the case of postal delivery) will be rejected.

**10. 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 has been expressly indicated on the registration form and this is technically possible in the course of the repair.

**11. Final provision**

*BARCOTEC GmbH* reserves the right to amend or supplement these terms of service at any time. Otherwise, the General Terms and Conditions of *BARCOTEC GmbH* shall be deemed accepted.

Thank you for your trust!

Your BARCOTEC Service Center Team