

## Repair and Service Conditions

Status: 01/2024

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

We will be happy to take care of your repair quickly and cost-effectively. To ensure that we succeed in doing so, we ask you to **comply with the** repair conditions listed below:

### 1. General

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

### 2. Warranty/Repairs

- a. A copy of the purchase invoice / delivery note / proof of serial number is required to verify your **warranty claim**.
- b. For warranty repairs that may **not be** carried out **in our Service Centre** (manufacturer's specification), we have to charge a **handling fee of € 93 excluding shipping costs**.
- c. Warranty repairs for which **BARCOTEC is the authorised repair and service partner** (e.g. DENSO Authorised Repair Center) will be carried out **free of charge**.

#### Repairs outside the warranty

- a. We will carry out appliance repairs even if the appliances 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 reach us 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 event of unjustified complaints (no fault detectable, operating error, manual not observed), the goods will be **returned** for a **flat-rate inspection fee of € 84**. The use of accessories and spare parts that have not been produced or authorised in writing by the respective manufacturer will result in the immediate total loss of warranty and maintenance rights. In these cases, we reserve the right to pass on flat-rate costs from our suppliers. The inspection fee will also be charged if the **customer refuses the repair** after a diagnosis has been made and/or a cost estimate has been prepared.

### 5. Packing

Please use only the **original packaging for the return delivery**, as only this provides sufficient protection against transport damage. Improper packaging will jeopardise the warranty claim. The warranty claim is void for any damage resulting from this.

### 6. Third-Party Products

In the absence of a written agreement, products that have not been purchased from Barcotec, returned **unrepaired for a handling fee of € 84 and the shipping costs.**

Excluded from this are those product lines for which BARCOTEC is the authorised repair partner for Europe (ARC - Authorised Repair Center).

#### 7. Repairs subject to costs

A rate of **€ 140 per hour** is currently charged for chargeable repairs.

#### 8. Cost Estimates

The **preparation of cost estimates is subject to a charge** if the execution of the repair is refused. A cost estimate will be charged with at least the amount of the review flat rate mentioned in point 4.

#### 9. Transport Costs

The **transport costs for returning** repaired goods to you are **not included in** the scope of delivery (see points 2.b, 2.c, 6. and 7.). The sender shall bear the costs for transport and insurance of repair goods to BARCOTEC. In the case of unfree deliveries (note the delivery charge for postal deliveries), acceptance will be refused.

The customer (shipper) is responsible for **correctly labelling and packing** packages with certain **dangerous goods in** accordance with the current ADR 1.3 and IATA-DGR 1.6 guidelines and special regulations. For repairs, please send only defective units, but without batteries, to our Service Centre West or Service Centre East.

#### 10. Data Loss

*BARCOTEC GmbH* expressly accepts 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 pointed out on the registration form and is technically possible in the course of the repair.

#### 11. Final Provision

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

Thank you for your trust!

Your BARCOTEC Service Centre Team