

General repair guidelines

GIFAS-ELECTRIC GmbH, CH-9424 Rheineck, Switzerland, effective as of 1st September 2014

- 1. General**
 - 1.1 If there is no detailed error description, analysis/repair will be carried out to the best of our knowledge.
 - 1.2 The disposal of returned products that must be replaced is free of charge.
- 2. Products within their guarantee period**
 - 2.1 Within the guarantee period, repairs and replacement deliveries are free of charge. Delivery costs and possible costs of clearing customs shall be borne by GIFAS-ELECTRIC GmbH.
 - 2.2 The product will be analysed regarding error and cause of error. If the product is unobjectionable, or if it was damaged by improper use, the analysis/repair will be offset against the net costs excluding value-added tax.
- 3. Products outside of their guarantee period**
 - 3.1 The product will be analysed regarding error and cause of error. For all returns, the analysis/repair will be offset against the net costs excluding value-added tax.
 - 3.2 Incurred delivery costs and possible costs of clearing customs shall be borne by the customer.
- 4. Good will**
 - 4.1 Good will is granted at the discretion of GIFAS-ELECTRIC GmbH.
- 5. Cost estimate (upon request)**
 - 5.1 A cost estimate is subject to a fee (see 5.2 & 5.3) if a repair is not performed.
 - 5.2 For Switzerland (CH) and the Principality of Lichtenstein (LI) → CHF 50.- excl. VAT.
 - 5.3 For the export → EUR 40 excl. VAT.
 - 5.4 After creation of the cost estimate, the product will be stored a maximum of 12 weeks. After that deadline passes, the product will be returned to the customer. The accruing costs will be borne by the customer.
- 6. Click & repaired service**
 - 6.1 This special service is performed at the expressed wish of the customer. The advantages are quick processing of the repair or a new product at a special price, no fee for a cost estimate and disposal of the product that was sent in free of charge if it is replaced.
 - 6.2 The repair is performed immediately if its cost is up to 50% of the gross price of a new product.
 - 6.3 If the repair costs exceed 50% of the gross price of a new product, the customer automatically receives a new product at a special price. The product that was sent in is retained.
- 7. Guarantee after repair**
 - 7.1 Repairs performed within the guarantee period do not extend the guarantee of the product. For paid repairs, there is a one-year guarantee on the replaced/repared parts. Excluded from the guarantee are wearing parts such as, amongst other things, batteries or rechargeable batteries with a 6-month guarantee.
- 8. Shipping (Li-Ion batteries)**
 - 8.1 The customer assumes responsibility for return shipping and it must be carried out per regulations of road (ADR), rail (RID), sea (IMDG), air (IATA) and inland navigation (ADN).