

# General repair guidelines

GIFAS-ELECTRIC GmbH, CH-9424 Rheineck, Switzerland, effective as of 1st May 2025

## 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).

## 9. Repairs carried out by third parties

- 9.1 Repairs to devices that were not originally supplied by us or that have already been repaired or modified by third parties require our prior consent. We expressly reserve the right to refuse repairs carried out by third parties in individual cases, in particular if the feasibility or safety of the repair cannot be guaranteed. In the event that we accept and carry out a third-party repair, our warranty shall be limited exclusively to the parts repaired or replaced by us and to the services provided by us. Any further liability for the entire device or for existing damage, defects or modifications caused by third parties is excluded.