



## Terms of Repair and Service

### 1. General

Repairs can only be performed if the online returns form available at (<http://www.demmel.com/en/service/returns.html>) is completed and sent by clicking the "Submit request" button. After that, you will receive a confirmation via e-mail at the mail address you quoted in the form which contains the return address for the repair goods.

demmel products gmbh does not accept any debit notes / return orders from the title of a complaint. The use of an order number serves exclusively organizational purposes and does not constitute recognition.

### 2. Proof of warranty

- a. To verify the warranty claim, the number of the invoice / delivery confirmation is required.
- b. If these or similar documents are not disclosed together with the complaint, we will send back the raw goods and a processing fee of EUR 40.00 plus the return shipping costs will be charged.

### 3. Description of the error

Please fill out the returns form completely. For products that arrive without any precise and understandable problem description (e.g., "defect", "broken", "repair", "malfunction", "no function", "warranty" ...), we will proceed as described in section 2b.

### 4. Unjustified complaints

In the event of an unfounded complaint (no fault could be detected, operator error, non-manual attention) the goods will be returned and an inspection fee of EUR 40.00 will be charged. The use of accessories and spare parts that were not even produced by the manufacturer or authorized in writing will result in the immediate total loss of warranty and servicing rights. In these cases, we reserve the right to pass on the costs caused by our suppliers. Similarly, the inspection fee will be charged if the repair is not desired by the customer after the diagnosis and / or creation of a cost estimate.

### 5. Packaging

For return shipment, please use only packaging that provides adequate protection against damage during transport. Improper packaging causes the warranty claim to be at risk. Such damages are not covered by warranty.

### 6. Chargeable repairs

A display or PCB change will be invoiced with 50 % of the according iLCD Panel end customer single-piece price, at least EUR 70.00. For other chargeable repairs currently a rate of EUR 150.00 per hour plus material costs will be charged.



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## 7. Cost estimates

The preparation of cost estimates is at the owner's expense, provided that the implementation of repair is rejected. A cost estimate will be charged in the amount of at least the inspection fee mentioned in item 4 above.

## 8. Transportation, packaging and mounting costs

The costs for outward and return transport, packaging and insurance of repair goods will be borne by the customer. Acceptance of COD shipments will be refused (please note the delivery fee for postal deliveries). demmel products gmbh bears no transport risk whatsoever.

demmel products gmbh will not carry the costs for assembly and disassembly of the goods on the customer's side.

## 9. Data loss

demmel products gmbh expressly assumes no liability for loss or alteration of data during repair or configuration, provided it is not expressly stated in the online returns form and the fact that it is technically possible during the repair.

## 10. Final provision

demmel products gmbh reserves the right to amend these TOS at any time without notice. Furthermore, the GTD ([http://www.demmel.com/download/legal/gtd\\_electronicindustry.pdf](http://www.demmel.com/download/legal/gtd_electronicindustry.pdf)) issued by the Austrian Electrical and Electronics Industry Association are valid.