

General terms & conditions of repair/inspection

Upon receipt of your item and depending on the nature of the complaint and preferred action, we will assess your item and include it in our service schedule. As soon as the costs are known, we will send you a quote to the e-mail address provided. Should it concern a warranty claim, one that is confirmed upon further investigation, we will simply email you outlining the necessary information. See also Warranty Claim below.

Repairs will only be carried out upon acceptance of the quote. Once the repair is complete, and if you are registered with us as a customer, we will return your item to the address provided. As a private individual, your item can only be presented for repair and collected from one of our sales counters.

Should you disagree with the quote provided, the following options are open to you:

- Your item will be returned unrepaid (non-functioning and without valid certification). We charge a **€30** handling and administration fee. This will not be charged if you make a new purchase.
- Your item will be destroyed and will not be returned. This will incur no additional costs.

Implementation period

The repair/assessment implementation period depends entirely on the nature of the complaint and/or preferred action. Any period specified by us is at all times indicative.

Exceeding the stated delivery time or implementation period shall under no circumstances give grounds for compensation or rescission of the agreements made.

Warranty claims

Whether an item is eligible for warranty depends on the nature of the complaint, age of the item, usage and, if applicable, the installation set-up. When you return a complaint-related item to us, in most instances we will send it on to the supplier who will then carry out a warranty assessment. The supplier can offer the following solutions:

- Repair by the manufacturer
- Service visit by the manufacturer
- Credit invoice
- Delivery of a new item
- The claim is rejected.

We will keep you informed as to your claim status. In case of warranty, repair is at all times the first option. This means we will return your item fully repaired. Should repair of your item no longer be viable, we will either issue a new product or a credit invoice.

