

Repair

Should the warranty period of 24 months from the day of purchase be expired or the damage be caused by overvoltage or other environmental conditions, we will provide you with a cost estimate for repair on request. Should the repair of the device not be possible or be uneconomic, we will inform you.

If a cost estimate is rejected or if warranty does not apply, we will charge an inspection fee of 25.00€.

Unjustified complaint

If no device defect is detected during inspection or if the error description is not sufficient, the device will be returned and an inspection fee of 25.00 € will be charged.

Software update

For a software update and a system test that follows, we will charge a handling fee of 30.00 €. If an error is detected during the system test, we will inform you about repair costs in advance. For many devices (approx. beginning with the year of construction 2010), you may carry out a software update by means of an SD card, if you wish to do so.

Postage and packaging costs

All fees mentioned above do not include VAT and transport costs.