

GENERAL TERMS AND CONDITIONS OF SERVICE

1. General conditions

With the purchase and acceptance of the product, you approve of the General Terms and Conditions of Service.

The following is generally applicable: For our telephone support service, call +49 (0)6221/364656! The most commonly faced problems are faulty settings or faulty operation. Our trained employees are always at your disposal for rectifying such faults. In this way, you can avoid unnecessary costs of sending in the product.

Should you need to send in a product for repairs or servicing, please enclose a completely filled service return form. This form can be downloaded from our homepage www.winkler.eu. The service return form helps us to process your request as soon as possible.

If we do not receive any notification from you within six weeks of providing a repair offer, we reserve the right to send the product back to you.

2. Fault description

Please provide accurate details regarding the fault type. In case of products that we receive without a detailed fault description ("faulty" or "for repairs" is not sufficient), we reserve the right to conduct a chargeable fault diagnosis (costs on a time and material basis) or send the product back to you by charging a service fee.

The product will be sent back to you by charging a service fee (costs on a time and material basis) in case of an unauthorised complaint (fault cannot be ascertained, probable operating fault).

3. Packaging

The product must be sent back in a suitable packaging. Damages in transit due to improper packaging lead to a lapse of the warranty claim.

4. Contamination

A no-objection declaration must be enclosed for products which were contaminated with abrasive mediums.

5. Repair costs

Repairs are carried out provided they are economically practical, i.e. if the repair costs do not exceed 50% of the current list price for new devices. If the costs are higher, we shall inform you of the same in advance.

6. Transportation costs

Transportation costs for return deliveries of the repaired products from warranty claims are borne by Winkler GmbH. All other transportation costs are borne by the sender.

Products that are not delivered to us free of charge cannot be accepted for organisational reasons.

7. Liability for defects

For the rest, the conditions for liability for defects are applicable without any changes, which are available for downloading in the GTCs on our homepage www.winkler.eu.