

## Laetus GmbH Terms and Conditions of Repair

The Terms and Conditions of Repair apply to all repairs and on all products that a customer has carried out by Laetus GmbH, Sandwiesenstrasse 27, 64665 Alsbach-Haehnlein ("**Laetus**").

"**Products**" means hardware, software and all other goods sold to customer by Laetus or a partner of Laetus.

### 1. General Repair Conditions

- In the event of a repair, the customer shall contact Laetus through the website at <https://www.laetus.com/en/service-and-support/repair-service/>
- The RMA number will be automatically generated by Laetus' ticket system and will also serve as a reference number for the customer.
- Through the data submitted on the RMA form, the customer will receive a quote with Laetus' current fixed price for the defective unit. The fixed price includes packaging and return shipping costs (DAP).
- If the customer agrees to this offer, it shall send Laetus the defective device together with its order, indicating Laetus' RMA number.
- If a warranty claim exists, the customer contacts Laetus' hotline directly.  
Phone: 06257 5009 113 or e-mail: [hotline@laetus.com](mailto:hotline@laetus.com)
- The customer will receive an order confirmation upon receipt of the device to be repaired.
- The customer must clean the products before shipment and shall bear the costs for shipping the devices to Laetus. Furthermore, the customer is responsible for secure packaging of the product.
- Laetus assumes no liability for damage during shipment.
- If Laetus is not able to reproduce the described defect in a function and endurance test and the device does not show any other defect, a flat rate of 250.00 EUR will be charged and the device will be returned free of charge.

### 2. Miscellaneous

- Furthermore, the Laetus' General Conditions of Sale and Laetus' Warranty Policies apply, unless otherwise agreed.
- These conditions can be viewed under the following link: <http://www.laetus.com/en/legal-info>
- Any deviation from the Terms and Conditions of Repair must be in writing and is subject to the written approval of Laetus.
- If Laetus and the customer have concluded individual contractual agreements (for example Service Level Agreements or Maintenance Agreements), these shall prevail.