

1. General

Powernet will repair products covered by warranty according to "Powernet Standard Condition of Sale 2015". To return products a Return Material Authorization (RMA) number is required. Products beyond the warranty will be repaired only after customer has authorized quoted repair charges.

2. Evaluation Charges

All products out of Warranty returned to Powernet are subject to a 70.00€ (vat 0%) evaluation charge. If the returned product is found to be in need of repair, and these repairs are authorized, the evaluation charge will be waived.

3. Repair Charges

After evaluation of the returned product Powernet will quote a firm price for the repair of the product, including repair work, needed components&material as well as costs of return of the product to the customer. Repair will only be done after the customer has explicitly accepted Powernet's quote for repair work.

4. Scrapping Charges

In the event that a product returned to Powernet for repair is evaluated and found too damaged to be repaired in an economical way Powernet will propose to scrap the unit. In this case the evaluation charge will cover the scrapping cost. Powernet will only scrap the product after the customer has explicitly accepted this action. Alternatively, on request, Powernet can return the broken unit to the customer on the customers expense.

5. No fault found (NFF)

In the event that a product returned to Powernet for repair is evaluated and found to be working according to specification (No fault found), Powernet will return the product to the customer after the customer has explicitly accepted the evaluation cost and possible return freight costs quoted by Powernet.

6. Warranty of repair

Powernet's warranty period of repair is 6 months from return of the repaired product to the customer. Warranty covers only the repaired components and repair work itself. The terms of clause 13 in "Powernet Standard Conditions of Sale 2015" are applied to the repair warranty with the said exceptions of the warranty time (6 months) and limiting the repair warranty to the repair work and repaired components.

7. Recommendation age for repair

Powernet recommends not to repair products older than 7 years due to the increased risk of other failures in the products. Powernet will conduct any repair only after explicit acceptance of the repair work quote by the customer.