

## Additional costs

**In general, we repair your control unit on a fixed price basis. Our fixed prices are net prices and vary depending on the control unit.**

In order to be able to deliver your control unit to you as a trader within the EU without VAT, we ask you to inform us of your UID (VAT identification number) in the repair order and to enclose a confirmation. In the event of incomplete/incorrect information, we reserve the right to charge for the additional work incurred in the amount of 35.00 EUR.

### **NOTE FOR SHIPMENTS FROM THIRD COUNTRIES (NON-EU COUNTRIES)**

We recommend that you send the shipment with a forwarding agent who will take care of customs clearance. If you send your package by national post etc. without customs clearance, the shipment remains in customs custody in the recipient country (Germany). Your shipment will then have to be cleared by customs, which will involve a great deal of effort and high fees. The necessary formalities often cannot be provided by us and the shipment is returned to the sender by customs at a charge.

### **Please consider the following points:**

Assign a forwarding agent (UPS / DPD / Fedex etc.) with the transport. The shipping company will take care of the customs papers.

Create a "pro forma invoice" or "commercial invoice for customs clearance" with value and goods details. This will be attached to the package. If this information is missing, customs clearance cannot be carried out.

You pay all fees yourself, we will not pay any fees. In the case of carriage forward shipments, we generally refuse acceptance.

When specifying the value, please note that this is a defective control unit that is being sent for repair. As a guideline you can take the purchase prices on our website. Please do not indicate the new price of a device. The value you specify is the basis for calculating customs duties and taxes on import. Generally the value for a defective control unit is about 10,00€ to 100,00€.

### **SHIPPING COSTS WITHIN GERMANY\***

After inspection or repair, we hand over your control unit to our logistics partner UPS, who will hand over the package to you cash on delivery. For this we charge the following costs for packaging and shipping:

Shipping within Germany up to 5KG: 7.95 EUR

Shipping within Germany over 5KG: 9.95 EUR

### **SHIPPING COSTS OUTSIDE GERMANY\***

For shipments within the EU (except Germany) we charge the following flat rates for packaging and shipping:

Shipping within the EU up to 5KG and 500€ insured: 29.95 EUR

Shipping within the EU over 5KG and 500 € insured: 34.95 EUR

Worldwide except EU (subject to change): 69.00 EUR

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\* all prices without islands etc. For shipping on islands etc. higher shipping costs may apply in individual cases. In this case, we charge exactly the amount that our transport service provider charges.

### **ADDITIONAL COSTS**

Cash on delivery 6.00 EUR net

Express shipping – next business day delivery 12.00 EUR net

## PICKUP

You don't want to bring your defective control unit to the post office yourself? We will be happy to collect your package from you. Pack your control unit according to our packing tips, enclose the completed and signed repair order and instruct us to pick it up. Your package is insured up to 500 €.

Collection service (only for registered customers) 12.00 EUR net

## PAYMENT

Pay in advance as soon as your device is repaired and ready for dispatch or cash on delivery. Cash on delivery costs 6.00 EUR more than payment in advance, but you will usually receive your device faster. You are also welcome to pay in cash or with an EC card directly from RH Electronics upon collection. Please note that we do not accept credit cards.

## EXPRESS REPAIR

If things have to go really fast, we prefer your control unit to the others. When booking the express option, we repair most control units within one business day.

Express repair over 50.00 EUR netto

## TRANSPORT INSURANCE

Additional insurance for returns: Standard, your device is insured on the way back for €500.00.: 0.00 EUR

Additional insurance for returns: Your device is insured on the way back for €1,000.00.: 10.00 EUR

Additional insurance for returns: Your device is insured on the way back for €1,500.00.: 15.00 EUR

Additional return shipping insurance: Your device is insured on the way back for €2,000.00.: 20.00 EUR

The standard insurance value for shipments from us to you is 500.00 € (within the EU). If you would like a higher level of cover, you can choose an additional insurance up to 1,500 € for an additional 10 € during the ordering process. This makes sense, if your control unit has a higher original price than 500,00 €, because in case of loss or damage otherwise only 500,00 € can be replaced.

## WARRANTY EXTENSION

We're convinced of what we're doing. That's why you have a 2-year warranty on the repaired product. If this is not enough for you, you can extend the warranty by 1 year.

Warranty extension <b>5%</b> of the repair price (depending on the selected device)

## ADDITIONAL SERVICES

For additional services provided by us such as customs clearance, subsequent changes of address or additional expenses due to incorrectly transmitted VAT identification numbers or company addresses, we charge according to time and effort.

Also additional individual services provided by our technicians.

## ESTIMATE OF COSTS / Unknown Device

We prepare a cost estimate before the repair begins. This includes the following services:

Unpacking your package

Reviewing your device

Opening the device

Troubleshooting

Checking a repair possibility

Check whether an exchange device is available

Check whether a callback action exists for this device.

If it turns out that the device is irreparable after inspection and possibly opening, or if no error can be detected, we will only charge you for the cost estimate. Otherwise, the repair price will be charged, which includes the cost estimate.

Estimate of costs 35.00 EUR net

## ADDITIONAL COSTS FOR INCREASED REPAIR EFFORT DUE TO OPENING ATTEMPTS

If we discover that improper opening or repair attempts have been made on your control unit and that this results in additional costs for us for the repair of the control unit, we will charge this according to the actual expenditure.

Without informing you about additional costs up to: 50.00 EUR

Advance information to you for additional costs of more than: 50.00 EUR