

ADDITIONAL COSTS

WWW.RHELECTRONICS.DE

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. You can determine the corresponding repair price here.

In order to be able to deliver your control unit free of VAT to you as a trader within the EU, we ask you to inform us of your UID (VAT identification number) in the repair order and enclose a confirmation. We reserve the right to charge you for the additional costs incurred if the information provided is incomplete or incorrect.

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 parcel by national post etc. without customs clearance, the shipment remains in customs custody in the recipient country (Germany). Your parcel will then have to be cleared by customs, which involves a lot of effort and high fees. Often the necessary formalities can not be provided by us and the consignment is returned to the sender by customs at cost.

Please consider the following points:

- ⇒ Assign a forwarding agent (UPS / DPD / Fedex etc.) with the transport. The freight forwarder will take care of the customs documents.
- ⇒ Erstellen Sie eine „Proforma Rechnung“ oder „Handelsrechnung für Zollabwicklung“ mit Wert- und Warenangabe. Diese wird auf dem Paket angebracht. Wenn diese Angaben fehlen, kann die Verzollung nicht vorgenommen werden.
- ⇒ Take over 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. You can take the purchase prices on our website as a guideline. Please do not indicate the new price of a device. The value you specify is the basis for calculating import duties and taxes. In principle, the value for a defective control unit is approx. 10.00€ to 100.00€.

SHIPPING COSTS WITHIN GERMANY*

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

Packages up to 5 kg	6,95 € net
Packages over 5 kg	8,95 € net

SHIPPING COSTS OUTSIDE GERMANY*

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

Packages up to 5 kg	20,00 € net
Packages up to 10 kg	25,00 € net
outside the EU	49,00 € net

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

ADDITIONAL CHARGES

Cash on delivery - no express shipping possible	6,00 € net
Express shipping - next business day delivery	8,00 € net

PICKUP

You don't want to bring your defective control unit to the post office yourself? We would be happy to collect your parcel 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 here. Your parcel is insured up to 500€.

Pick-up service	10,00 € net
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PAYMENT

Pay in advance as soon as your device is repaired and ready for shipment or cash on delivery. Cash on delivery costs 4.95 € more than cash in advance, but you will usually receive your device faster, because we can ship immediately after completion. You can also pay directly at RH Electronics in cash or with EC-card. Please note that we do not accept credit cards.

EXPRESS REPAIR

If things have to go particularly fast, we prefer your control unit to the others. If you book the express option, we will repair most ECUs within one business day.

Express repair	50,00 € net
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TRANSPORT INSURANCE

The standard insurance value for shipments from us to you is 500.00€ (within the EU). If you wish a higher insurance, you can choose an additional insurance up to 1.500 € for 10 € surcharge during the order process. This makes sense, if your control unit has a higher new 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 we give you a 2-year warranty on the repaired fault. If this

is not enough for you, you can extend the warranty by 1 year.

Warranty extension 5% of the repair price

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.

COST ESTIMATE

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

- ✓ Order entry
- ✓ Unpacking your package
- ✓ Visual inspection of 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 € net

ADDITIONAL COSTS FOR INCREASED REPAIR COSTS 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 information to you at additional costs up to	50,00 € net
Preliminary information to you for additional costs of more than	50,00 € net

RETURN SHIPMENT OF A NON-REPAIRABLE DEVICE

If after a visual inspection it is an unknown device, or it is apparent that the device will not be repairable, we offer you a free disposal or, if desired, the return to you. For this we charge an individual handling fee plus VAT, packaging and shipping costs.