

## Terms and Conditions for Repairs

These Terms and Conditions for Repairs (“**Terms**”) are applicable for all repairs carried out by Laetus GmbH, Sandwiesenstrasse 27, 64665 Alsbach-Haehnlein, Germany (“**Laetus**”) for Products. “**Products**” shall mean any hardware, software and all other products, such as spare and wear parts, purchased by Customer via Laetus or a Laetus’ partner.

### 1. General Terms of Repair

- In case of a repair requirement, please contact us via our website <https://www.laetus.com/en/services-en/repair-service/>.
- A RMA number will be issued by the Customer Support team. This RMA number is also the reference number for the Customer.
- The filled out RMA form must be sent to Laetus via E-mail to [repairs@laetus.com](mailto:repairs@laetus.com) as well as in paper form with the repair shipment.
- In case the warranty period has expired, the Customer will receive a quotation for the repair of the Product according to Laetus’ current price list.
- A written purchase order must be sent to Laetus before the Product is repaired.
- After receipt of the Product at Laetus, the Customer receives an order acknowledgement.
- The Customer has to clean the Product prior shipping and must bear the transportation / shipping costs of the sent Product.
- The Customer is responsible for the safe packaging of the Product.
- Laetus will not be held responsible for damages which occur during transport.
- Sent repairs without a Customer purchase order, uncleaned, or refusal of repair by the Customer, amount to an expense of 138,00€ plus shipping costs, which will be invoiced to the Customer.

### 2. Other applicable terms

- Terms and Conditions of Sale and the Laetus Warranty Policy as available on Laetus’ website <http://www.laetus.com/en/legal-info/> at the time of placing the PO, including any additional terms referenced therein, shall apply.
- Any deviations to these Terms have to be agreed prior and in writing between the parties.
- If Laetus and Customer have agreed on specific individual contracts, such as Service Level or Maintenance Agreements, these agreements shall prevail.