

## / General Repair Conditions

1. By submitting Wipotec products, the sender accepts billing of the inspection charges indicated for the product, as well as any shipping costs incurred and also agrees to these General Repair Conditions.
2. These General Repair Conditions are subject to change at any time.
3. Unless otherwise agreed, the configuration of the submitted device will be reset to factory settings when it undergoes repair. The customer is responsible for backing up their own configuration. If information about the machine number is provided, Wipotec can load previously saved software versions.
4. During repair, the firmware of a submitted device can be updated to the latest version. There is an entry in the repair form relating to this.
5. In the case of components whose degree of soiling prevents a thorough inspection, cleaning will be carried out for a fee.
6. Repair of components that are potentially contaminated with hazardous substances is assessed on a case-by-case basis to determine whether they can be repaired.
7. Any repair that is submitted without an RMA number cannot be processed. This also applies if a contamination declaration is missing or has not been signed. The process must be stopped in the interest of our employees' safety. We reserve the right to return such consignments unprocessed at the sender's expense if clarification is unsuccessful.
8. To speed up processing, a flat-rate repair fee can be agreed in advance. Approval by the customer takes place when the defective device is submitted or when the repair estimate is confirmed.
9. Detailed cost estimates can only be provided after the material has been inspected. The outcome of the inspection forms the basis for drafting a repair estimate based on the defect. Repairs are only carried out after receiving written approval from the customer.
10. Following receipt of the goods for repair at the Kaiserslautern site and prior approval of the repair costs, the defective device is examined and repaired directly, if possible. The customer will receive feedback on the progress from the Repair Department [at repairs@wipotec.com](mailto:at_repairs@wipotec.com).
11. In the absence of approval or if a detailed cost estimate is requested, the goods will generally be examined within 14 days and the cost estimate drafted.
12. If repair estimates are not answered within 6 weeks, Wipotec reserves the right to dispose of the material. Any costs incurred will be invoiced. **There is no entitlement to compensation for disposal due to delayed response.**
13. Repairs that have been identified as irreparable and have been approved for disposal by the customer will be disposed of. Return at a later date is no longer possible.

**By submitting goods for repair, the client explicitly agrees to this procedure. Prices are subject to change at any time.**

## Information on the RMA (Return of Material Approval) process

Please follow this procedure for all repair orders:

1. Fill out the repair form online. Please enter a release value or order an individual cost estimate.
2. Send the completed repair form to [repairs@wipotec.com](mailto:repairs@wipotec.com).
3. You will receive the RMA form (PDF) after your request has been examined for contamination hazards.
4. Attach the following documents to the outside of the package:
  - a. Completed repair form
  - b. RMA form
  - c. Delivery bill
5. Send your shipment to:  
Wipotec GmbH  
Repair Department  
Adam-Hoffmann-Str. 26  
D-67657 Kaiserslautern
6. After receiving your return, you will receive a confirmation of receipt by e-mail. From this point on, your return is being processed and will be examined in the first stage based on your defect description.
7. Depending on the outcome of the inspection, we will contact you to clarify any outstanding questions or we will send you a cost estimate by e-mail. If possible, the repair is carried out directly as per your approval.
8. In the case of the cost estimate, you decide how to proceed:
  - a. Repair as per the estimate, professional disposal, or return to sender without any action.
  - b. As soon as we have received your response, further processing will take place in accordance with your instructions.

### **Notes:**

- > Only pack the items in their original packaging to protect against damage during transportation.
- > The sender assumes all risks of transportation damage due to incorrect packaging.
- > Returns are always at the expense and risk of the sender.

## FAQ

### **Why do I have to register a submission?**

By registering, the inspection and repair process is less time-consuming and eliminates the need for queries relating to your submission. The repair department is already informed in advance about the goods, condition and type of defect and can quickly conduct a defect analysis.

### **Why is a decontamination declaration required?**

To protect our employees and our equipment, the submitted material must not be hazardous. As we are not familiar with your company's area of activity, we rely on the information provided by you and must therefore insist that you provide this information.

### **Why is an exact defect description required?**

The appliance testers perform standard testing of the hardware and interfaces. Depending on the issue, it may not be possible to detect the actual defect because, for example, the temperature, vibration or other factors are missing to reproduce the fault during testing. If you describe a defect and the test result does not indicate any defect, further tests are performed to detect the defect. Without a defect description, we assume that only an inspection is required.

### **Why should I respond to the RMA report/offer?**

We aim to offer you maximum flexibility for your repair decision. You will thus receive a repair report on which you can indicate how to proceed and submit this report to us for further action.

### **Where can I find the article description/article number?**

In general, all items from WIPOTEC GmbH/WIPOTEC-OCS GmbH have a silver label or laser-engraved product information.

The label or product information contains the following:

- > Article description
- > Article number (ID)
- > Year of construction (PD)
- > Serial number (0002034)



The machine number can be found on a similar label on the side of the machine's control cabinet.

## How are signs of wear dealt with?

We do not remove any signs of wear during the repair.

Signs of wear include:

- > Scratches, scuffs or dents on the housing or product
- > Technically irrelevant visual defects such as soiling of the cable material

## What costs can be incurred for testing?

By submitting the product for repair, the customer accepts the inspection costs incurred. Depending on the complexity of the part to be inspected, WIPOTEC can offer flat rates of between EUR 189 and EUR 750 excluding shipping costs. The customer will be informed of the inspection costs with the RMA and will also be charged if the goods can no longer be repaired or if the goods are disposed of due to failure to respond to the cost estimate. When purchasing a replacement part corresponding to the repair part, these inspection costs can be offset against the purchase price.

