

## GENERAL TERMS AND CONDITIONS OF SERVICE

### 1. GENERAL CONDITIONS

With the purchase and acceptance of the product, you declare your approval of the General Terms and Conditions of Service.

The following is generally applicable: For our telephone support service, call +49 (0)6221/364656! The most commonly faced problems are faulty settings or faulty operation. Our trained employees are always at your disposal for rectifying such faults. In this way, you can avoid unnecessary costs of sending in the product.

Should you need to send in a product for repairs or servicing, please enclose a completely filled service return form. This form can be downloaded from our homepage [www.winkler.org](http://www.winkler.org). The service return form helps us to process your request as soon as possible.

If we do not receive any notification from you within six weeks of providing a repair offer, we reserve the right to send the product back to you at your expense.

### 2. INSPECTION COSTS FAULT DESCRIPTION

In the case of returned products and unjustified complaints (no fault can be ascertained), this generally results in inspection costs that are charged depending on the time and scope of the technical inspection. By providing an accurate description of the fault, you can help keep these costs to a minimum and enable any repairs to be made more quickly (NB: "faulty" or "for repairs" is not sufficient as a fault description!). No inspection costs shall be charged for legitimate complaints within the statutory warranty period.

### 3. SHIPMENT / PACKAGING

The product must be sent back in a suitable packaging to prevent any further damage during transit. The attached "SERVICE RETURN FORM" or delivery slip must contain the relevant details and contact data and accompany the return package in a readily visible place.

### 4. CONTAMINATION

In the case of products exposed to hazardous and aggressive media and/or ambient conditions, these must be properly cleaned and accompanied by a non-objection declaration. For safety reasons we shall not accept returned products not accompanied by a non-objection declaration.

### 5. REPAIR COSTS

You shall be sent a detailed offer for repairs, on the basis of which you can decide how you wish to proceed. Repairs shall be carried out only after receipt of your express repair order or, respectively, provided they are economically practical, i.e. if the repair costs do not exceed 50% of the current list price for new devices.

### 6. TRANSPORTATION COSTS

Transportation costs for return deliveries of the repaired products from warranty claims shall be borne by Winkler AG. All other transportation costs shall be borne by the sender. Products that are delivered to us at our expense cannot be accepted for organisational reasons.

### 7. LIABILITY FOR DEFECTS

In all other respects, the conditions for liability for defects, which are available for downloading in the GTCs on our homepage [www.winkler.org](http://www.winkler.org), shall apply without any changes.

Heidelberg, 25<sup>th</sup> of October, 2022