

*Quality and reliability are paramount in the development and production of our devices. The device is also protected as optimally as possible to avoid the most common practical errors and problems. However, in the unlikely event that a device does become defective, within or outside the warranty, the SmartValue label provides at least the following guarantees:*

#### **48 hour service**

Warranty repairs are completed within 48 hours of receipt. If we do not meet this deadline, we will contact you to find a suitable solution. If the repair is not covered by the warranty, you will receive a cost estimate within 48 hours. After approval, the device will be repaired immediately. The total repair time in that case therefore mainly depends on the period in which the customer responds. The 48-hour service refers to working days. Weekends, holidays and other closing dates are not included.

#### **Free borrowing device**

If the stipulated period of 48 hours proves to be unfeasible for us, we will offer a loaner device free of charge, if desired, to bridge the repair period. We also provide this service if a device is not covered by the warranty. We do ask for a deposit in both cases.

#### **Lifetime after sales**

We continue to provide technical support and service on every device, whether the device is 5, 10 or 15 years old.

#### **Ready-while-you-wait service**

Would you rather come by with the device? Which can. Make an appointment with our technical service and you can wait while enjoying a cup of coffee and immediately take the device back with you.

#### **Free phone support**

Our devices come with a comprehensive, easy-to-understand manual. You will also find a complete database with information about your product on the internet. If you still need support, you can contact us by phone. Our staff will gladly assist you.

#### **Free quote**

If a repair is not covered by the warranty, you will receive a quote of the estimated repair costs free of charge. The repair work is carried out at very reasonable rates. However, if after the cost estimate it is decided not to have the device repaired, you will not receive an invoice for research costs.



The SmartValue service label is aimed at the end user, whether private or business.

In order to be able to provide the above services, it is important that the relevant device is returned to us directly. Of course, the service can simply be provided via the dealer, but at that time we cannot guarantee the service conditions mentioned.

Products with the Smart Value service label can be recognized by the associated logo. This logo can be found on the documentation, packaging, instructions for use and of course the website.

The service label was introduced on January 1, 2013. This means that all devices listed above that are 1 January 2013 leaving our premises will be delivered with the Smart Value service label.

We would like to emphasize that the service label should not become a license to return devices indiscriminately. The primary responsibility remains with the customer. A lot can be solved with the help of the troubleshooters in the manual, the information on this site and with possible telephone support. At the moment it is also a fact that much of the equipment offered for service does not contain a defect. This costs everyone unnecessary time and therefore money. We would therefore also like to point out our other (service) conditions.