

General Terms and Conditions of Service of EPA GmbH

1. Returns processing

If one of your products purchased from EPA is subject to a technical fault, we will repair it or replace it with a technically equivalent unit. We will decide this in-house after a technical analysis of your complaint. The defective unit becomes our property after it has been exchanged for a functional unit. If you require a written statement, please request this separately from us when sending in the unit. Please understand that we cannot provide this free of charge.

These settlement types are possible:

- a. You inform our service department (e.g. by telephone) and report your product that is the subject of a complaint. To ensure optimal processing, we need the serial number of the device. You will find this on the nameplate. Then send your product to the following contact address.
- b. You download our return delivery note in the download area at www.epa.de and enclose it, completely filled out, with your return. You also send your product to the address below.

We consider your submission as a repair order; if no warranty applies, we will enclose an invoice with the repaired product. If you require a cost estimate (subject to a charge), this will be sent to you in advance; if you require a repair, you must order this with reference to the cost estimate.

Return address:

EPA GmbH
Dept. Service
Fliederstraße 8
D-63486 Bruchköbel
Germany

Our service is available to you via the channels listed below from Monday to Friday between 8.00 am and 4.00 pm. Exceptions are public holidays in the federal state of Hesse.

Tel.: +49 (0) 6181 9704-0
Fax: +49 (0) 6181 9704-99
Email: info@epa.de

Frequency inverter:

We would like to point out that your frequency inverter is always returned in factory condition. This may have an effect on your application. The parameterisation is not carried out by us and must be carried out by you subsequently. Alternatively, you can assign EPA in writing to carry out the parameterisation (subject to a charge).

Line filters, sinusoidal filters, chokes:

Filters and chokes do not usually contain parts that can be repaired. The individual case would have to be examined, but EPA reserves the right to refuse the repair for economic reasons.

2. Service call on site

Service work can be carried out on site for a fee. For this, an appointment must be arranged with our service department and a written order must be placed in which you accept our general terms and conditions and hourly rates.

Obligations of the client during on-site service assignments

- a. The Client shall support the service personnel in the performance of the service assignment at its own expense.
- b. The Client shall take the special measures necessary for the protection of persons and property at the place of use. He shall also inform the service personnel about existing, special safety regulations, insofar as these are of importance for the service personnel. It must be possible to provide first aid for the service personnel.
- c. Equipment registered for service must be freely accessible. The client's technical assistance must ensure that the service can be started immediately after the arrival of the service personnel and carried out without delay until acceptance by the client. Delay in work will be invoiced.
- d. The cooperation of the client or persons commissioned is at their own risk and expense.

3. Warranty

The warranty period remains unchanged by a repair subject to warranty.

In the case of appliances repaired for a fee, you will receive a 6-month warranty on the work carried out.

The client is obliged to inspect products delivered by us without delay and to notify us of any defects without delay. This shall also apply in the event that another item or a quantity deviating from the order has been delivered.

Warranty claims are excluded if the client carries out rework, changes or repairs without having given us the opportunity to remedy the defect or without having obtained our written approval beforehand.

4. Terms of delivery and payment

Unless otherwise agreed, the General Terms and Conditions of EPA GmbH as well as the conditions listed here shall apply.

You can find them under www.epa.de/agb

The sender shall always bear the costs of delivery of the goods complained about. The return delivery is carried out (within Germany) by the company EPA GmbH; the transport costs of the return delivery depend on the warranty check.

For services, the payment condition 14 days net after the invoice date plus VAT shall apply in principle.



5. Disposal

If a repair is uneconomical, we will dispose of the unit properly after a storage period of 6 weeks after receipt of this information. If you wish to return the unit, please contact us within this period and we will return it to you.

6. Transport

The units must be delivered safely and packaged for transport.

Please provide us with the defective unit in a clean condition. Units that are contaminated, e.g. by dust, ammonia gases, oil or similar, can only be analysed after prior cleaning. In such cases, we charge a cleaning fee.

7. Sale of service equipment (B-goods)

Availability, prices and delivery times on request. Warranty period 6 months.