

## Repair and warranty procedure

Please, if you have a problem with a product purchased from us, take actions as follows.

1. Tell us about the problem. Send an email to our customer service at [ugyfelszolgalat@stat-x.com](mailto:ugyfelszolgalat@stat-x.com) with the following data: problem description, model, serial or type number, product number, delivery note or account number, quantity shipped, quantity in dispute, who noticed the problem. If possible, attach a photograph of the failure.

2. After agreeing the details, we will give you a reference number to which each correspondence will be sent. You can refer to it and we can inform you about what to do next.

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3. If indicated in item 2, please send the product to our customer service for repair or to establish warranty liability:

Stat-X Ltd.	Stat-X Austria GmbH
Budapest	Kundenservice
Késmárk utca 16	Greinerstrasse 17
H-1158 OR	A-4542 Nussbach

4. Custom-made products are generally excluded from replacement. In exceptional cases and always only after prior confirmation, products marked as stock can be returned in their original packaging and in normal commercial quantities.

5. The goods must be packed in such a way as to protect them from damage during transport. Damage occurred during return shipping is not covered by the warranty, as consequential damages usually cover the original damage. Please make a shipping insurance according to the amount of the purchase cost.

6. Include a delivery note with the following information:

Reference number, post-repair delivery address, local contact person for questions.

7. In the case of a legitimate warranty service, the product will be repaired and returned to you free of charge (to the delivery address provided by you).

8. If the defect is due to negligent use or other reasons outside the warranty service, we will charge a net EUR 45.4 per hour for the necessary repairs. Before a chargeable recovery, we will inform you in writing of the amount of the cost. Legal inspection of the equipment during the warranty period is free of charge.

9. If available and you request it, we will provide a demonstration device for the duration of the inspection and repair for a flat rate of EUR 50. Naturally in this case it is not a new product.

10. After returning the original device, return the demonstration device to our customer service in Austria, carefully packaged, free of charge and insured.

### **Information:**

*If the ESD properties and basic functions of the product comply with the technical data sheet provided by Stat-X, the difference of insignificant colour, size, thickness and / or other quality and performance characteristics shall not give rise to a complaint.*

#### **Stat-X Ltd.**

H-1158 Budapest

#### **Stat-X Austria**

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#### **Stat-X France**

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