

Repair Terms and Conditions

CGR 230313 A00



OBJECT

These repair terms and conditions are issued to clarify respective duties and obligations of the Customer & Coppernic for the repair services proposed by Coppernic. These repair services apply to products sold by Coppernic, and either under warranty, maintenance contracted or non-contracted.

RMA NUMBER - TYPE OF SUPPORT

The Customer must obtain a Return Material Authorization (RMA) number from Coppernic before returning any product to Coppernic for repair. An RMA number must be issued whether the repair is covered by a repair program or not. It is the full and entire responsibility of the Customer to provide a detailed description of the issues with all the information of the product to be repaired (product model, serial number, etc.). If requested, a repair form can be sent to the Customer. RMA numbers can be issued:

- Via Coppernic's website (Section: Client Space > Repair of Equipment) at the following address: <https://www.coppernic.fr/en/client-space-en/>
- By e-mail: sav@coppernic.fr

Once the RMA number is issued, Coppernic informs the Customer (for information purposes only and with all reservations) of the type of coverage which will apply (warranty, maintenance contract or quote) based on the information provided by the Customer. Coppernic reserves the right to refuse the repairs of products with no warranty or no contract.

INSTRUCTIONS OF RETURN

Once the RMA number is issued, the Customer has to:

- Keep a backup copy of all the programs and data contained in the defective product. By no means, Coppernic can be responsible in case of disappearance or loss of any data or program files contained in the product sent for repair.
- Carefully pack the material. For the shipment, the RMA number has to be clearly written on the exterior of the package. The packaging, the transport charges (to Coppernic Repair Centre or any other location indicated by Coppernic) and insurance will be paid by the Customer.
- **ATTENTION:** If your equipment is enrolled in **MobiControl**, please ensure that no administrator code or active Google Account is present, before returning the equipment for repair. This check is essential to ensure that the repair process runs smoothly. Otherwise, Coppernic reserves the right to charge additional fees.

The shipment of the defective products by the Customer implies agreement without reservation of the current Terms and Conditions.

ESTIMATION

Upon delivery of the product, Coppernic analyzes the product from the description of the failures established by the Customer. Coppernic finds the cause(s) of the failures and the way to repair it (them). If at least 2 of the main pieces of the equipment are out of order, Coppernic reserves the right to declare the equipment economically impossible to repair. Those ways can be, among other things, sending the equipment for repair to its manufacturer. The management of the repair at the manufacturer is then entirely controlled by Coppernic. If Coppernic covers the repair costs (warranty, maintenance contract) the work are undertaken without preliminary Customer permission. If Coppernic does not cover the repair costs, an estimate of repairs is carried out and sent to the Customer. This estimate is valid for 30 days and the invoice terms are: 100% on order (excluding specific agreements). If the Customer agrees by validating the quote and by paying the order in full, the repaired product is shipped back. If the Customer disagrees clearly or tacitly, by non-acceptance of the quote during the validity period, Coppernic will send an email to the Customer in order to know its decision which can be:

- Validate the quote
- Reject the and pay off a 100€ fixed compensation to get its defective product back
- Give up its product to Coppernic which will dispose of it freely.

If the Customer does not respond within a 30 days period after the follow up email, Coppernic will dispose freely of the equipment, the latter being considered as definitely abandoned by the Customer.

COMPLETION OF THE WORK

The work is undertaken according to the request expressed by the Customer. If at the time of the preliminary analysis, it is necessary to replace other parts, Coppernic will inform the Customer. The spare parts used by Coppernic may be new or repackaged. They have the exact same features as new items. The equipment repaired will be shipped to the Customer with a detailed repair description and the parts which have been replaced on a dedicated repair voucher.

QUALITY CONTROL - COMPLAINTS – REPAIRS WARRANTY

Any product repaired is controlled before shipment by Coppernic. It is the responsibility of the Customer to control that the product is in correct working state. Any complaint concerning the good completion of the work must be raised within 2 working days after reception of the material. At the end of this period, no complaint of any kind will be taken into account. Any repair carried out by Coppernic is guaranteed for 90 days. This warranty relates only to workmanship and parts exchanged by Coppernic.

EXECUTION DELAY

Repairs which are not covered by maintenance contracts are handled to the best of the repair center's possibilities. Repairs for contracted products are undertaken in the execution delay mentioned in the contract.

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