

Terms and Conditions of Warranty and Repair

In your product manual you'll find advice on trouble-shooting. There's more detailed and updated information available on trouble-shooting on our [webpage](#). Please return your product to us only after having exhausted these possibilities taking into consideration the following terms.

Return Material Authorization (RMAs)

- Before a purchaser ships a product back to PrehKeyTec, the purchaser must obtain a valid RMA number. Boxes received without an authorized RMA Number will be shipped back.
- Our service staff will be only too pleased in helping you to complete the RMA form. You can contact our service staff on the phone Mondays to Fridays from 09¹⁵ – 12⁰⁰ and from 13⁰⁰ – 15⁰⁰ (CET) on +49 9776 7046 341.
- Authorized RMA Numbers will expire 45 days after they are issued.
- Only the PrehKeyTec product and quantity specified on the original RMA request can be returned with the RMA Number issued.
 - If returning additional products to PrehKeyTec, a new RMA Number will be required.
 - If we receive a shipment containing products not authorized for return on that RMA Number, we will return them as is.

Warranty repair and replacements

- PrehKeyTec warrants that the product is free from defects in material or workmanship under normal operation.
- Our General Sales Conditions basically provide you with a 12 months warranty for PrehKeyTec Products, reckoned from the moment of passing of risk.
- Any replacement parts furnished at no cost to the purchaser in fulfilment of this warranty are warranted only for the unexpired portion of the original warranty. Any services or repair outside the scope of this limited warranty shall be at PrehKeyTec rates and terms then in effect.
- Normal "Wear and Tear" as determined by PrehKeyTec, is NOT covered by this warranty.
- PrehKeyTec does not provide loaner units.
- PrehKeyTec is not responsible for damages outside of PrehKeyTec control including, but not limited to, physical damage, modifications to the product, or improper packaging. In particular, the warranty becomes void if
 - the product has been opened,
 - the product has been altered,
 - the product data have been removed,
 - the guide frame has been damaged through inexpert exchange of the key covers, or
 - by an operating error..
- We endeavour to process your compliant within the shortest time possible and try to complete it within a period of 10 working days.

- In so far as the repair turns out to be impossible or if it should be uneconomical to attempt a repair PrehKeyTec reserves the right to supply you with a substitute.

Out of warranty repair services

- Warranty exclusions include, but are not limited to, physical damage, modifications to the product, or improper packaging.
- PrehKeyTec is also prepared to repair their products outside the warranty period. Upon receipt and following our inspection we will send you within a period 5 working days a cost -estimate that carries a fee. In case of a repair-order this fee shall be offset against the repair price. Please check our [price list](#).
- If there is no reply forthcoming from the customer to our cost estimate for a period of 15 days we shall return the product to the customer on a freight-forward basis.

Labeling and address

- The RMA Number must appear on the outside of the carton(s) in BOLD print. Any product returned without a valid RMA Number will be returned to the sender.
- Return products to the address provided on your RMA authorization form.

Packaging

- PrehKeyTec recommends returning products by United Parcel Service, Federal Express, DHL, or another reputable freight forwarder.
- To avoid voiding the warranty, use PrehKeyTec or equivalent packaging to return a product. This includes complete packing, high-density foam and/or cardboard separators.

Freight payment

- In all other cases the expenses for the return of the goods shall be born by both parties on a C I P basis.

Freight claims and shipment damage

- If your returns / repair shipment to PrehKeyTec is received in damaged condition, PrehKeyTec will notify the purchaser. The purchaser will need to notify the carrier immediately to initiate a claims inspection. PehKeyTec Service will provide assistance, as necessary, to process the freight claim.

By sending in his product, the consignor recognises these conditions!