

General Terms and Conditions

Individual components, such as converters, generators or sonotrodes, can be packed and we'll pick them up at our expense using the agreed shipping service. Subsequently, we'll perform diagnostics at our service centre. Free shipping only applies within the Schengen area.

Based on a thorough analysis, we'll send you a report on the extent of damage and suggest an optimal solution including quotation and delivery date, and then it's up to you whether or not you decide to use our services.

1. It's important to carefully pack the part to be shipped to prevent further damage during transport. We recommend using a suitable filler so that the box is properly filled and the part isn't too loosely packed. We can't be liable for any other damage caused by inadequate packaging.

2. Please include an accompanying document available on www.ultrasonicrepair.eu with the following information:

- company name, invoicing data;
- the responsible person's contact details, including a valid email for subsequent communication;
- brand and part type, frequency or serial number;
- defect description;
- dispatch date;
- responsible person's signature.

3. Within 3 business days of receiving the shipment, we'll send you a diagnostics report on the shipped part and the contract quotation, including the expected completion date, on the email provided.

To speed up the repair process, **you can fill in the maximum approved repair cost in the accompanying document** that is part of the dispatched contract. Should the repair cost be higher, we'll notify you by email before commencing work on the contract. **If the actual repair cost is equal to or lower than the maximum agreed cost, the signed accompanying document is considered to be a firm order.**

4. The average repair (production) time for each ultrasonic component is as follows:

- **Generator – 10 business days**
- **Converter – 10 business days**
- **Sonotrode – 15 business days**

If the repair date is longer, mainly due to the need to purchase specific spare parts, you'll be notified by email.

Please contact the sales department for the possibility of **the contact's express execution**.

5. **Components repaired by us are usually marked with a registration number and our logo.**
6. **Contract work will begin upon the sent quotation's written approval.**
7. **In the event that you agree with the quotation**, we'll start the repair or production and then send you the completed contract and send the repair report at our expense.
8. **In the event that you don't accept our quotation or the part is no longer repairable and you don't wish that the defective part is returned and nor do you request an official unserviceability report**, we will bear the costs associated with the defective part's transport.
9. **If you don't accept our quotation or the part is no longer repairable and you don't wish to have it returned, but you do want an unserviceability report issued**, e.g., for your insurance company, an administrative fee of **€ 50** will be charged. **A prepayment invoice will be issued for the lump sum fee and the report will be sent to the specified email after payment.**
10. **If you don't accept our quotation and wish the defective part to be returned**, a flat fee of **€ 150** will be charged, including shipping and handling costs. A prepayment invoice will be issued for the flat fee and the shipment will be sent to the destination after payment.
11. If you are interested in custom production or purchasing new parts, please send your request, including the delivery address, via the contact form available at www.ultrasonicrepair.eu or by email to info@ultrasonicrepair.eu. We'll send you information on availability, a quotation and expected delivery date as soon as possible.
12. We provide a **6-month warranty** for repairs.
For new components, we provide a warranty according to their manufacturer.
13. You can file a complaint within the deadline, in writing by email to info@ultrasonicrepair.eu. The complaint must include our registration number, description of the claimed defect and contact details. The Contractor has 30 days to notify you of the complaints procedure result.