

RETURN AND REPAIR POLICY

There is always a possibility that, despite the most rigorous checks and tests, malfunction may occur within or outside of the warranty period. In addition, in spite of all precautionary measures taken by the dispatch and sales department, an article may not be delivered in accordance with your order. For Alpatronics to provide a quicker and better service in this situation, we have a return and repair policy in place. For you as a customer, this means the following: all returns will be assigned an RMA number by Alpatronics once the RMA form has been completed and returned. RMA forms can be requested via email or by phone. An RMA request can also be completed on the Alpatronics website (www.alpatronics.be).

The following details must be included in the request:

- Article number and description of the relevant product
- Enter the invoice number under 'Incorrect order' or 'Excess order'.
- Enter the serial number or manufacturing date under 'other options'.
- Clear description of the complaint

RMA request forms that are not fully completed cannot be processed !

In the event of a defect of Alpatronics products, only the print or part should be returned.

Once the above mentioned information has been received, Alpatronics will respond within 3 working days by providing an RMA number. The article can then be returned fully prepaid by the sender to Alpatronics, referencing the RMA number on the parcel and on the included dispatch list. Prior to sending, the buyer must wrap the product in its original packaging to avoid any further damage during transit. If no RMA number can be assigned, we will contact you via email or phone.

In the event that the reason for return is 'Incorrect order' or 'Excess order', the RMA request must be received within 14 days of delivery (subject to our sales and delivery terms & conditions). In this case, a maximum of 75% will be credited.

Process with regard to repairs

If a product malfunctions between 3 to 12 months after delivery, an exchange product will be delivered free of charge. If a malfunctioning product is returned after the warranty period, the client will receive a quotation within 2 weeks of returning the product detailing the cost of repair or a replacement product.

The warranty period of all Alpatronics products (material and manufacturing errors) is 6 to 12 months, calculated from the date of purchase. All repairs and/or to be returned goods must be assigned an RMA number. The warranty includes labour and material costs for the repair by the manufacturer (Alpatronics).

Should the product malfunction have been caused by force majeure or incorrect use by the customer, the cost of a new product will be charged to the customer.

Excluded from the warranty:

- The Alpatronics warranty covers manufacturing defects. Periodic maintenance and replacement of consumables that are subject to normal wear and tear (batteries, possibly supplied software, printer heads, fuses, paper, lamps etc.) are excluded from the warranty.
- Product problems as a result of an upgrade or installation of accessories by the customer or third party.

Alpatronics' liability is limited to the repair and/or replacement cost of the product under warranty. The warranty will be null and void if the product has been opened, modifications have been made, physical damage has occurred to the product or if the product was used for a purpose other than that which it was originally intended for. This is also the case in the event of lack of care or maintenance and damages or accidents due to force majeure.

Alpatronics opening times: Mon - Fri: 8:30 AM to 12:30 PM and 1:00 PM to 5:00 PM

General information:

Alpatronics NV

Brandstraat 8a

9160 Lokeren

Tel: +32 (09) 340 54 70

Email : info@alpatronics.be