

# Service General Conditions

## § 1 General Information Hardware

By sending the product, you shall agree that it is inspected in order to find the specified cause of fault. Please, always give a fault description for this purpose.

In case your device is within warranty and a fault is found that is not attributable to a third party, it shall be understood that we bear any costs. In case a fault is resulting from any extraneous cause, the provisions of sections 2 to 5 shall apply.

Any components replaced in the course of repair shall be subject to a warranty period of twelve months.

For disposal of legacy devices or devices beyond repair we shall charge a lump-sum amounting to € 185.-.

If you decide in favour of a new hardware device, any lump-sums charged for disposal and/or inspection shall be set off against the purchase price of the new device.

In case of sensors that are within warranty and have no fault found, the respective lump-sum for inspection shall take effect (see sections 1 to 4).

As a rule, we shall expect your response to any cost estimate within a period of 14 days of receipt. In case we do not receive any response within the above period, no response shall be taken to signify consent to the estimate. In case you decline our estimate, we shall charge a service fee amounting to € 185.- to you.

The estimated time needed for repair of hardware components shall be eight weeks.

In order to learn which costs or lump-sums may arise regarding the return of your product, please see the next section.

## § 4. 3D Sensors

### § 4.1 Product Line L3000D-Compact / L3000D-Standard

With regard to this product line, we shall provide you with a cost estimate. In case you decline this estimate or no fault is found, we shall charge a lump-sum for inspection to you.

**Lump-sum for device inspection** € 1190.-

In case the product is sent because the 2D sensor is faulty and no fault can be found, the lump-sum for device inspection of 2D sensors depending on the sensor as specified under § 2 et seqq. shall be charged in addition.

## § 5 Other Hardware

With regard to any hardware devices that are not listed, a cost estimate shall be provided. In case you decline this estimate, the lump-sum for service shall be charged.

**Lump-sum for service** € 255.-

## § 2. 1D Sensors

### § 2.1 Sensors of Product Line L1000D and L1000T

We will provide you with a cost estimate for this product series. If you do not accept the quotation, we will invoice you for the processing fee. If no error is found, the processing fee will be charged.

**Lump-sum for service** € 255.-

## § 3. 2D Sensors

### § 3.1 Product Line LD LRS / LD OEM / ELD LRS / L2000D-13x

We will provide you with a cost estimate for this product series. If you do not accept the quotation, we will invoice you for the processing fee. If no error is found, the processing fee will be charged.

**Lump-sum for service** € 255.-

### § 3.2 Sensors of Product Line L2000D-11x / L2000D-22x

We will provide you with a cost estimate for this product series. If you do not accept the quotation, we will invoice you for the processing fee. If no error is found, the processing fee will be charged.

**Lump-sum for service** € 255.-