

Frequently Asked Questions

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Frequently asked questions

For each of the four services we have answered frequently asked questions:

New & refurbished

▼ What does "refurbished" mean?

▼ Is there a functional test?

✓ Can someone help me with the settings?

✓ Where can I find the terms and conditions, delivery information and payment options?



Exchange

✓ What does “exchange” mean?

✓ What do I do if the defective unit is not acceptable?

✓ Is there a functional test?

✓ Do you give support?



Repair

✓ Is the estimate free of charge?

✓ What does a "standard repair" involve?

✓ What are the lead times for standard repairs?

✓ What does the repair mean "from 500 € e.g."?

✓ Is there a functional test?

✓ Are settings or parameters changed?

✓ Do you give support?

✓ What do I do if something is not repairable?

✓ Is an express repair possible?

✓ What are the standard repair times?

✓

✓ Where can I find the terms and conditions, delivery information and payment options?



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We are solution-oriented

