

WARRANTY & REPAIR PROCEDURE FOR MIDTRONICS PRODUCTS

Dear valued customer,

In the unlikely event that you are experiencing technical issues with your Midtronics battery service device, please note that for your convenience, we are working with roughly 20 service partners throughout Europe who will support you if your device needs repair.

In the business to business world - which differs significantly from the business to customer world when it comes to warranty rights - it is customary that the business customer checks the device upon initial receipt for faults in performance or damages. Should you ever receive a faulty unit, you have the right to send it back at no cost to the party that sold the device to you, in this case Bosch. *Please, call your Bosch customer service to have a return to Bosch arranged.*

Should the device stop performing as expected during the warranty period, we ask that you contact our website (www.midtronics.com/customer-support/) where you will be guided to our nearest, capable service partner, based on the provided info (such as: Product Name, Model, Serial Number, Issue, etc.).

Part of the warranty and repair procedure will be to send the device directly to the indicated service partner and not to Bosch. You pay for the shipping to the service partner. The service partner checks the device for faults and assesses whether the claim is valid.

- If it is a valid claim, then the service partner will repair your device and return it to your workshop free of charge. There will be no reimbursement of the freight costs you incurred.
- If the claim is not valid under warranty, the service partner will provide a cost estimate to you for the repair of the device.
- Cables are not warranty protected.

Some useful hints:

Treat your cables and clamps with care. Protect them from corrosion and from concussions. Store your device where it is unlikely to fall or be exposed to liquids, heat, and direct sunshine. The majority of faults are caused by damaged cables. Therefore, please check your cable connection; look for visual damages on cables and clamps. As cables are not covered under warranty, you may be better off exchanging a cable that has an obvious damage rather than sending your unit to a repair center.