

On our website at Downloads there is a FAQ (Frequently Asked Questions) list to quickly recover defects yourself. If you need any help with this, please contact your account manager or our office.

Fill in your reference (if applicable)

Please only send us products that have a defect. Do not send products or parts that are not broken.

	Product	Complaint description	Warranty check done?
1	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>	<input type="text"/>

## Terms and conditions for repairs

1. If products are within warranty and a defect has been found, we will charge nothing. Warranty is determined per product as follows:

- Motorola CLP446/CLPe - 1 year warranty
- CLP446/CLPe earpieces - 6 months warranty
- CLP446/CLPe battery - 1 month warranty

2. If we check products and no defect has been found, we will charge the following per product;

- |                       |                                  |         |
|-----------------------|----------------------------------|---------|
| • CLP446/CLPe         | no defect found - research costs | € 15,00 |
| • Battery             | no defect found - research costs | € 7,50  |
| • Belt clip           | no defect found - research costs | € 7,50  |
| • Earpiece            | no defect found - research costs | € 7,50  |
| • Multi unit charger  | no defect found - research costs | € 15,00 |
| • Single unit charger | no defect found - research costs | € 7,50  |

3. If the CLP446/CLPe is out of warranty and a defect has been found, it will be repaired. Costs include research costs, programming software, testing and shipping but exclude spare parts that we use for the repair.

- |               |                       |         |
|---------------|-----------------------|---------|
| • CLP446/CLPe | Defect found - repair | € 32,50 |
|---------------|-----------------------|---------|

4. If accessories are out of warranty and a defect has been found, we will replace them with new products and charge the following per product;

- |                       |                            |                       |
|-----------------------|----------------------------|-----------------------|
| • Battery             | Defect found - replacement | your contract pricing |
| • Belt clip           | Defect found - replacement | your contract pricing |
| • Earpiece            | Defect found - replacement | your contract pricing |
| • Multi unit charger  | Defect found - replacement | your contract pricing |
| • Single unit charger | Defect found - replacement | your contract pricing |

## Customer details and approval

Company name	<input type="text"/>	Contact person	<input type="text"/>
Address	<input type="text"/>	Telephone	<input type="text"/>
Zipcode and town	<input type="text"/>	Email	<input type="text"/>
Country	<input type="text"/>	Approved by	<input type="text"/>

Signature