



Guide of Warranty and Services

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Introduction

1. Overview

The purpose of this document is to provide the necessary information regarding our warranty conditions and to list the standard level of service provided by Athesi as part of its After Sales Service.

Athesi Customer Service provides a repair service during the warranty period and after the warranty period on all products in the range.

Hotline Service

The Help Desk is the first point of technical contact when a device is defective. Our Hot Line answers all your questions before shipping a defective material for repair.

Contact HotLine Athesi: + 33 1 83 64 57 40 hotline@athesi.fr

Logistic service

Our large stock of spare parts enables us to offer an optimal quality of service and to respect our commitments of deadlines within the framework of our services of service under guarantee, out of guarantee and under contracts.

Customer service

The Customer Service handles all the administrative aspects related to a material return, it makes sure to answer the requests of RMA as soon as possible and to bring you all the necessary information concerning the follow-up of your returns.

Contact Customer Service: + 33 1 84 64 57 40 sav@athesi.fr

The Athesi repair shop

Based in France, the repair workshop is composed of a team of engineers and specialized technicians, the workshop is able to repair all the technical anomalies. Our after-sales staff is in constant contact with R & D and benefits from recurrent training that responds to changes in our products and the technologies they embark on.

Athesi Returns Policy

1. General conditions for returns

- *Any request for return of material must be sent to the Athesi's Service by mail sav@athesi.fr*
- *The material can only be returned if the after sales service has issued a valid RMA number (form sent by Athesi).*
- *An RMA number remains valid for 30 working days, therefore the products concerned must be sent back to Athesi within this period.*
- *Only material purchased from Athesi can be returned. A check on the basis of the serial numbers, but also, sometimes, from the number and the date of the invoice, will be carried out.*
- *All units must be returned according to the conditions mentioned in the RMA.*

1. Reasons for returns

DOA (dead on arrival, defective on arrival)

- *Any problem with a DOA product must be reported within 30 days of the Athesi billing date.*
- *After diagnosis of the returned products, only the Athesi services will be entitled to judge the legitimacy of the claim*

Return of products will be refused if:

Missing accessories or components compared to the original shipment

- *The reasons for the return do not correspond to what was stated at the request of RMA*
- *The returned product is damaged*
- *No RMA is mentioned or the number is no longer valid*
- *The product is not returned in its original packaging or it is damaged*

Defective products under warranty

- *Athesi offers no guarantee other than that mentioned below.*
- *If products sent under warranty repair prove to be non-defective, the customer will have to bear all the costs related to this unjustified request (transport, diagnostic time ...)*

Wrong deliveries from Athesi

- *Adv@athesi.fr ADV must be informed of all incorrect deliveries within 15 days of the billing date.*
- *Only products returned in their original condition and whose box is undamaged will be accepted.*

Products damaged upon delivery by Athesi

- *The ADV service must be kept informed in case of delivery of damaged products within 48 hours of delivery. Damage must be reported to the carrier at the time of receipt of the goods.*
- *Photos of damaged products and parcels will have to be made and sent to Athesi. In addition, all packaging must be kept until inspection*

Incorrect order from the customer

- All requests must be made within 8 days of the delivery date.
- Athesi reserves the right to issue or not a return authorization number
- In case the customer has placed a wrong order, Athesi reserves the right to charge the customer a restocking fee of at least 20% of the value of the product.
- Athesi reserves the right not to take back material that has been ordered specifically for a customer (specific configuration).
- The transport for the return of the goods will be the responsibility of the customer

General conditions of Guarantee Information

- Athesi warrants the units sold under normal wear and service conditions and, specifically, those stated in the user manuals.
- The apparent defect or the deficiencies must be indicated on delivery or, if the defect comes to be discovered later, as soon as it appeared, in the period of guarantee
- Warranty period: 12 months for products, 12 months for batteries and 6 months for all other accessories and cables.

The warranty conditions are as follows:

- During the warranty period, the purchaser must return the defective equipment, at his own expense, to Athesi maintenance services (94360 Bry Sur Marne). If Athesi recognizes this defect, the equipment will be repaired or replaced free of charge and returned free of charge to the buyer.
- If the examination requested by the buyer does not reveal the alleged latent defects, the hours of technician, the transport costs, and more generally all the expenses exposed, will be charged to the customer.
- If the examination requested by the buyer does not reveal the alleged latent defects, the hours of technician, the transport costs, and more generally all the expenses exposed, will be charged to the customer.

1. Exclusions

The standard warranty does not cover software or product damage by alteration, tampering, misuse, abuse, or abuse of the product; or any damage caused by repairs made to the product by anyone other than a technician from an authorized Athesi Service Center. This warranty also excludes any damage caused to the product by circumstances such as lightning or electrical problems.

Benefits resulting from any of the following events are excluded from the WARRANTY CONDITIONS:

- * Modifications and transformations of the equipment made by the CLIENT.*
- * Interventions on electrical installations.*
- * The repairs, interventions or repairs that would be necessary as a result:*
 - Power outages, power supply, out of EDF standards.*
 - Possible modifications to the equipment specifications made by the CLIENT.*
 - Poor realization of the cabling of the installation, or the use of a material or cable not conforming to the specifications of the ATHESI Company.*
 - An act of malicious intent of the CLIENT, a CLIENT's agent, or any third party.*
 - Repair work on cables, equipment or equipment that could have been damaged by external influences such as abnormal humidity, flooding, abnormal temperature, fluctuation of electrical current, short circuit, lightning , fire, intentional or unintentional shocks, breakage, negligence and in general any damage not caused by the appropriate use of equipment.*

In a general way, all the services excluded from the contract will be the object of a separate invoicing on estimate accepted by the customer.

Standard Repair procedure during Standard Warranty

1. Information

During the warranty period, the repair or exchange of the equipment is carried out on the premises of Athesi Bry Sur marne 94. The "outward" shipment is the responsibility of the customer. After obtaining an RMA number (Athesi form) that will be requested by email to sav@athesi.fr, the material must be returned to us in its original packaging with the relevant RMA card.

Upon receipt of the product, the material as a standard warranty is repaired and returned to the shipping address indicated under a MEDIUM deadline of 15 working days. The warranty covers the repair of the equipment (labor, spare parts, parts and manufacturing defects cover, return transport costs) or its exchange.

If after analysis of a product, no failure is found by the technical services Athesi invoices the time spent to carry out the diagnosis. In the same way, in case of product breakage, a quote is sent to the customer.

The Customer is responsible for packing and sending the materials to the Athesi Bry / Sur / Marne repair center.

The CUSTOMER must provide with the equipment to be repaired the following information on the sheet of RMA:

- * Names, telephone and fax numbers of CUSTOMER employees to contact for any inquiries concerning the materials. * Complete list of returned materials and accessories.*
- * The reason for the return, according to the CLIENT, if it is known.*
- * if the materials returned are, in the judgment of the CUSTOMER and subject to verification by the Company ATHESI, covered or not covered by the guarantee.*

Repair procedure after the Standard Warranty (excluding service contract)

1. Information

After the warranty period, in the same way, the repair of the equipment is carried out on the premises of Athesi Bry Sur marne 94. The "outgoing" shipment is the responsibility of the customer. After obtaining an RMA number (Athesi form) which will be requested by email to sav@athesi.fr, the material must be returned to us with the relevant RMA file.

After the equipment has been diagnosed, Athesi will generate a repair estimate that will be sent by email to the person designated by the customer as the contact for this repair.

A written response to this quote must be sent to us within a maximum of 30 working days. Repair times are therefore inherent in waiting for this answer. After acceptance of the quote, the equipment is repaired within 5 working days and returned to the shipping address mentioned by the customer.

A repair estimate refused by the customer is subject to a time and transportation charge according to the tariff in force.

The CLIENT is responsible for packing and sending the materials to the service center Athesi 94360 Bry / Sur / Marne.

The CUSTOMER must provide with the equipment to be repaired the following information on the sheet of RMA:

- * Names, telephone and fax numbers of CUSTOMER employees to contact for any inquiries concerning the materials.*
- * Complete list of returned materials and accessories.*
- * The reason for the return, according to the CLIENT, if it is known.*
- * if the materials returned are, in the judgment of the CUSTOMER and subject to verification by the Company ATHESI, covered or not covered by the guarantee.*

Our repairs are guaranteed 3 months for the same breakdown.

Athesi Service Contracts

(In the context of our Services Contracts, the terms and conditions of RMA and return requests are the same as those mentioned above.) Athesi Service Contracts are available only at the time of purchase or within 30 days of receipt of the equipment.).

1. Continuity Service Contract (paid contract)

*The **Continuity Service Contract** is the extension of the factory standard Athesi warranty. By subscribing to a Continuity Services contract, the standard factory warranty for a product can be extended up to five years.*

- Contracts with a duration of 3, 4 or 5 years.*
- Repair within 10 working days upon receipt of material at Athesi depot*
- A very complete cover in case of normal failure with support of spare parts and labor.*
- If no breakdown is found by the Athesi repair service, the diagnostic time will be charged according to the current tariff (70 € UHT)*
- OS updates*
- Costs to be paid by the customer, fees to be paid by Athesi for France CONTINENTALE*
- The case is not supported under this contract, in this case a quote is sent for refurbishment of the product.*

- *Unrecognized breakdowns and rejected quotations are billed according to the current tariff, 70 € UHT*

1. Comfort Service Contract (paid contract)

The **Comfort** Service contract is to be considered as a very comprehensive **coverage** of the equipment both in terms of time and in terms of breakdowns and accidental breaks.

- *Contracts with a duration of 3, 4 or 5 years.*
- *Repair within 5 working days maximum, upon receipt of material at Athesi depot*
- *Comprehensive coverage in case of breakdown, normal wear and breakage with support for parts and labor*
- *OS updates*
- *Costs to be borne by the customer, costs back to Athesi for France CONTINENTALE*
- *Unrecovered breakdowns are not billed*
- *Quarterly Reports: These reports allow you to monitor product repair data and be aware of common problems that you could avoid by receiving repair data.*

If the return rate for reasons of breakage reaches 30% (on the range of terminals and smartphones) and 15% (on the range of tablets), Athesi reserves the right in a first time to alert the customer so that this the latter can act accordingly and make the necessary adjustments. In a second step, if this rate were to remain the same or increase, Athesi reserves the right, after the first alert, to revise the price of the original contract.