

1. Repair Procedure

Please apply for an RMA-No. via the EXTRANET (<https://extranet.keymile.com/de/login.jsp>). Your registration is necessary for the first login, in order to receive the necessary login data.

1.1 DOA (Defect on Arrival)

KEYMILE has to be notified about failures within 2 weeks after receipt. KEYMILE will take all effort to send replacements within 2 weeks (arrival destination airport) after receipt of the notification.

2. Handling time for repairs

Handling time for repairs will be in general 4 weeks, starting with the receipt of equipment at KEYMILE premises. Return time is not included.

3. Repair carried out by the customer

All warranty and product liability will expire if the repair is carried out by the customer. Repairs must be done by KEYMILE only.

4. Refusal of repairs

KEYMILE will reserve the right to refuse repairs of defective boards

- in case of unauthorized manipulations, or
- if the repair outside the warranty period turns out to be either uneconomical or technically impossible.

In such cases a basic fee for testing will be charged, please refer to item 5.2.

5. Repair costs

The current repair price list is valid and available upon request from the KEYMILE Account Manager.

5.1 Estimate of Costs

A basic fee will be charged for an Estimate of Costs. The basic fee depends on the system and amounts to a minimum of 125,-€ per board and is charged against the repair order.

5.2 Repair is possible

According Repair Pricelist

5.3 Repair is not possible

A basic fee for testing will be charged, if a repair is not possible. The basic fee depends on the System and amounts to a minimum of 125,-€ per board in the following cases:

5.3.1 Within the warranty period

- no failure found
- overvoltage damage
- damage caused by water
- physical damages
- damages due to improper use or due to force majeure
- product modification by the customer

5.3.2 Outside the warranty period

- Refusal of repairs, please refer to item 4.

6. Shipping charges

- 6.1** The delivery of defective products to KEYMILE by the customer is based on DAP basis (Incoterms 2010 - Delivered At Place).
- 6.2** The return transport costs for the products from KEYMILE to the customer will bear
- in warranty case → KEYMILE on DAP basis
 - outside of the warranty period → the customer

7. Warranty for repairs / replacements

Any hardware repaired or replaced shall have a warranty period of three (3) months from the date of redelivery, or the remainder of the primary warranty period. Of these, the longer period shall be valid.

8. Impossible repairs

Within the warranty period, KEYMILE reserves the right to substitute irreparable boards by identical or compatible boards. If KEYMILE replaces boards, the defective ones will be owned by KEYMILE upon replacement.

Outside the warranty period, uneconomic or impossible repairs received by KEYMILE are being returned to the customer only upon request, and at his own expense. If KEYMILE does not receive according written information within 8 weeks, the defective boards received will be disposed 8 weeks after substitution.

9. Validity

These conditions are valid as of 14. May 2018 until further notice, and replace all previous versions.