

## 1 Purpose

This document describes the Terms and Conditions applied to the Repair service for LDA devices.

The Customer's acceptance of these Repair Terms and Conditions authorizes LDA to perform the quotation of the delivered devices.

The contract is governed by the Repair Terms and Conditions current on the date the order is placed.

These Repair Terms and Conditions may be modified at any time, without prior notice, it being understood that such modifications shall not be applied retroactively to service reservations made before such modification, so it is mandatory that the Customer consults and accepts the Repair Terms and Conditions at the time of placing the repair order, with the purpose of awareness of the conditions in force.

## 2 Repair service procedure

### 2.1 Registration

To request a repair, the Customer must contact by email to [support@lda-audiotech.com](mailto:support@lda-audiotech.com) stating: the device's model, serial number, and a brief description of the fault.

### 2.2 Formalization of the repair order

The Customer will receive an email confirmation once its RMA request has been accepted. The RMA label will be attached along with the instructions to follow to send the device for repair.

LDA will verify the Warranty status of the devices after receiving the RMA authorization request from the Customer.

### 2.3 Collection, shipment, and delivery

The Customer will be responsible for sending the device to LDA facilities.

The return of the device will be made by the logistics company designated by LDA unless the Customer specifically indicates that they will be responsible for its collection.

### 2.4 Quotation and acceptance

#### Devices under Manufacture Warranty

If the device meets the Warranty conditions, it will be repaired free of charge within 4 days of receipt. The Customer will receive the quotation generated for information purposes.

In this case, the client expressly accepts that failures caused by improper use of the devices, installation failures, manipulations or modifications by third parties,

or damage due to accidents will not be considered repairs under Warranty. ([Link to Manufacturing Warranty terms](#))

If the device is declared irreparable after diagnosis, LDA will try to resolve the RMA in one of two ways:

- Replacing the device with one of the same characteristics, transferring the remaining Warranty.
- Returning the unamortized value of irreparable devices.

#### Out-of-warranty devices

A quotation for the repair will be made after the diagnosis. If accepted, the device will be repaired and shipped back to the Customer. If rejected, the Customer must tell if the device is returned or recycled.

The Client must assume the costs generated by the diagnosis and preparation of the device for its return and the costs generated by the recycling process for devices before 2003. In case the Customer rejects or does not assume the quotation within the period of 60 days, the rejection of the repair by the Customer will be assumed and the device will automatically go through the recycling process.

If the device is declared irreparable after the diagnosis, the Customer will be offered an alternative solution.

### **2.5 Payment**

The payment system will be declared by the Area Manager in charge of the Customer.

### **2.6 Repair's ending**

When the device is repaired, it will be returned to the address declared by the Customer, or the customer will be notified by email for collection.

Once the device leaves LDA facilities, the related RMA will be closed. Any future issue will be dealt with in a new case.

### **2.7 Repair periods**

LDA undertakes to repair the devices within a period of 4 working days for those that meet the Warranty conditions and 6 working days for the rest of them, from the quotation's acceptance date by the Customer.

These deadlines may be modified in case of unavailability of stock for repair or due to major force.

LDA cannot guarantee a repair for devices older than 10 years, close to the end of their life cycle.

## **2.8 Repair Warranty**

LDA guarantees a Warranty period of 12 months from the repair's delivery date for devices purchased from 2022 onwards and 6 months for all others.

## **3 Device's packaging and labeling**

The Customer is responsible for protecting the devices by ensuring they are properly packaged and transported in compliance with the following:

- Devices must come without accessories, except those strictly involved in the declared fault.
- Appropriate packaging must be used to protect the device from possible damage during transportation.
- The RMA label will be placed in a visible place on the packaging to speed up logistics procedures.

All repaired devices will be set as default, which implies the loss of any stored information. The Customer will be responsible for creating a backup of the devices' stored data.