

duagon Germany GmbHNeuwieder Straße 1-7
90411 Nürnberg
Germany**Phone** +49 911/99 33 5 - 0**Fax** +49 911/99 33 5 - 901**E-Mail** info@duagon.com**www.duagon.com**

Repair Terms & Conditions

The consignor/sender of the goods has to request a RMA number on our website before shipping any goods to duagon Germany GmbH (<https://www.duagon.com/support/after-sales-and-service/rma-form/>).

It is mandatory, and the RMA number must be mentioned on the shipping documents.

The transport costs to duagon Germany GmbH shall be paid by the consignor/sender (except for special cases and other agreements which must be defined before the goods are shipped).

If duagon Germany GmbH receives a shipment without an RMA number, duagon will refuse acceptance of the goods or will return the goods immediately at the cost of the consignor/sender.

With the reception of the goods at the duagon Germany GmbH facility our guidelines for the RMA/repair process are accepted by the consignor/sender of goods.

A flat-rate inspection fee is charged for any fault analysis on each device. The flat rate does not apply, if the chargeable repair order is placed or a repair is carried out within the warranty of the device.

The cost of the return of the goods will be determined individually and might apply.

duagon Germany GmbH**Geschäftsführer**
Dr. Michael Goldbach
Kalina Scott
Mathias Kamolz**Handelsregister Nürnberg** HRB 5540
UST-ID-Nr. / VAT ID DE 133 528 744
Steuer-Nr. / Tax No. 241/116/06044
WEEE-Reg.-Nr. DE 49081198**Hypo Vereinsbank**
IBAN DE38 7602 0070 1560 2243 00
SWIFT / BIC HYVEDEMM460**Deutsche Bank**
IBAN DE53 7607 0012 0039 0211 00
SWIFT / BIC DEUTDEMM760**Sparkasse Nürnberg**
IBAN DE66 7605 0101 0010 6913 50
SWIFT / BIC SSKNDE77