

Dear customers,

With the partnership between EVOCA and REPA Deutschland, there have been some changes regarding warranty processing. In this letter we provide you with an overview of all the necessary information.

Please note that this information package covers all previously communicated warranty conditions. The new warranty process is valid starting from 01.09.2023.

We look forward to working with you. The entire REPA Deutschland team is here for you.

With best regards,

Your REPA Deutschland Team

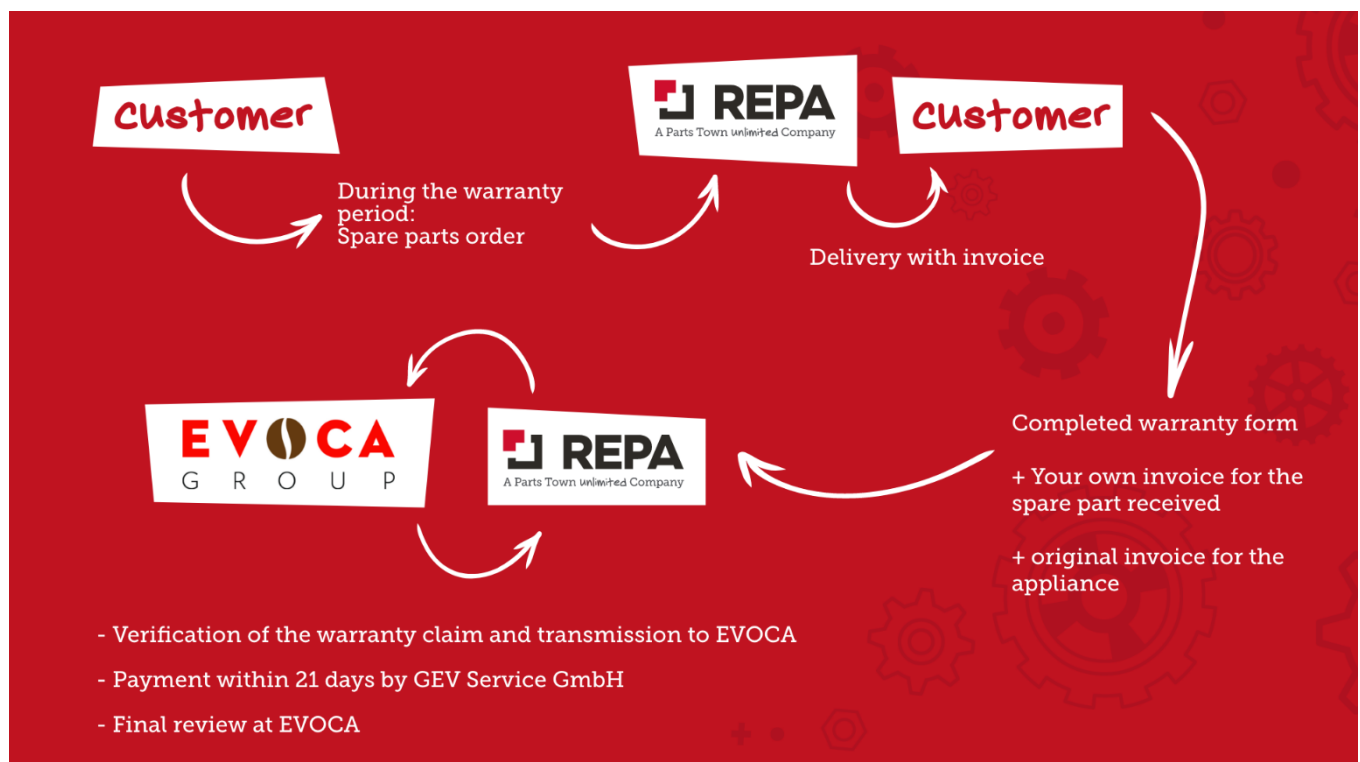
Appendix 1

Warranty claim

The warranty period is 2 years from the purchase date of the appliance.

The spare parts warranty, outside of the appliance warranty period, is also for 2 years after the date of the invoice from REPA Deutschland. Please keep all invoices and enclose them with each warranty claim.

Process



REPA Deutschland GmbH

Gadastr. 4 – 85232 Bergkirchen

T +49 8142 652250 – info.ger@repagroup.com – www.gev-online.com – www.repagroup.com

Amtsgericht München Nr. 94002

Geschäftsführer: Alexander Wiegand

How to submit your warranty claim

In accordance with the harmonized process between EVOCA and REPA Deutschland, please submit your invoice for the warranty to GEV Service GmbH.

Please note that the warranty via REPA Deutschland refers to the spare parts and materials needed for the repair. The warranty for the complete EVOCA devices is handled as usual by EVOCA Deutschland GmbH.

Please send as follows to: equipment.qsr@repagroup.com

- For equipment warranty: complete and legible filled out warranty form (see attachment) incl. original equipment invoice with the spare parts invoice from REPA/EVOCA
- For material warranty: complete and legible filled out warranty form (see attachment) incl. spare parts invoice from REPA/EVOCA.

Please note that a separate invoice is required for each warranty claim. We reserve the right to reduce or reject claims if general or specific warranty conditions are not complied with.

Spare parts

Replacement parts removed during the warranty period must be stored for 180 days. A return is only necessary if requested by REPA Deutschland.

Spare parts used for warranty purposes shall be invoiced at the originally invoiced price of the spare part. Only those spare parts which have been purchased from REPA Deutschland can be invoiced.

Shipping costs

Shipping costs incl. the standard packaging can be charged to a maximum of 13€ per warranty case. Other additional costs such as working expenses, driving, etc. are excluded from the warranty.

For further questions about the warranty, please contact us as follows

GEV Service GmbH

E-Mail: equipment.qsr@repagroup.com

T: +49 800 723 50 25

VAT: DE289639565

EVOCA Deutschland

EVOCA Team

E-Mail: spares.rastatt@evocagroup.com

T: +49 7222 955-201 / -202

Appendix 2 – Form for warranty claim



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WARRANTY FORM

Please complete this form and send it together with the corresponding invoices to GEV Service GmbH:
equipment.qsr@repagroup.com

Your customer number:

Your official stamp:

Manufacturer model indication of the appliance (also for material warranty):	Serial number of the appliance (also for material warranty)	Installation date of the appliance:
		Date of claim notification:
		Repair date:
Description of the fault as detailed as possible (e.g. noise, where is the defect: right/centre/left)		
Action taken to resolve the issue:		
Details of all important, fault-related measured values:		
Details of the read-out error memory - if available:		
List of replaced parts with manufacturer's number and quantity:	Serial number of old and new spare part:	
	Details of the read-out error memory - if available:	
Name, signature and your stamp		

IMPORTANT: Spare parts removed during the warranty period must be stored for 180 days.

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