

§ 1 – REPAIRS – GENERAL

- (1) StepOver GmbH (StepOver Europe) reserves the right to repair or exchange, at its own discretion, individual parts of the product or the product in its entirety. An exchange may comprise either new parts / a new product, or repaired parts / a repaired product in which case the repaired parts or repaired product will conform to the new product in terms of function.
- (2) For repairs within the warranty period (standard 2 years from the invoice date), please read the warranty conditions available at www.StepOverInfo.net/GAR. This will also provide information as to what damage is covered by the warranty.
- (3) StepOver reserves the right not to repair individual products outside the warranty period, or merely to offer certain repairs for individual product types (e.g. exchanging a sensor/touch or exchanging a pencil).

§ 2 – SENDING ITEMS FOR REPAIR

- (1) Please enter all details into our repair service portal and enclose the resulting repair return slip. Our repair service can be found at: <https://stepover.com/en/service/repair-service>. All further information regarding returns is available via the repair service portal.
- (2) Please enclose where applicable any documents (invoice copy, warranty certificate, etc.) that are required by the RMA form.
- (3) Unfortunately we cannot process items sent without a repair slip. Provided that a sender and their contact details are visible, we shall send back the item(s) on request as per our delivery conditions and shipping costs (please see www.StepOverInfo.net/TRA).
- (4) StepOver will not cover any import fees or handle the customs declaration (if necessary). If you are not sure how to do that, please contact your salesperson at StepOver for help.
- (5) Please also use our repair service portal if you would like to send us a faulty item for recycling or appropriate disposal.
- (6) We do not accept items without prepaid postage. Unfortunately, it is not possible to reimburse a sender for their dispatch costs.
- (7) Please be aware that we charge a testing fee of €20.00 for sending non-faulty devices. If you are not sure whether your signature pad is damaged or not, you can check with the aid of our support assistant (<https://stepoverinfo.atlassian.net/wiki/spaces/USGU/pages/247398424/Hardware+fault+analysis>) or contact our service team via email (service@stepover.com).

- (8) Please pack the product in an appropriate way to prevent further damage during transport. Please select a shipping method with sufficient insurance and a delivery note where applicable. The sender shall dispatch the item entirely at his own risk.

§ 3 – REPAIR COSTS

- (1) If repair is not covered by the warranty or falls outside the guarantee period, the repair shall be effected at the respective cost given on our price list (please see www.StepOverInfo.net/PRI) plus returning the item as per our delivery conditions and dispatch costs (please see www.StepOverInfo.net/TRA).
- (2) You will receive a cost estimate from us if a repair subject to cost is required and no entry has been made on the repair slip regarding repairs. For this we shall charge a testing fee of €20.00 per device independent of any repair later issued.
- (3) If an item cannot be repaired, it will be recycled or appropriately disposed of as per your request, or sent back to you as per our delivery conditions and shipping costs (please see www.StepOverInfo.net/TRA).
- (4) Please be aware that StepOver GmbH (StepOver Europe) reserves the right to request advance payment in full before repairs are made.

§ 4 – RETURN SHIPPING

- (1) Warranty repairs will be returned by StepOver GmbH (StepOver Europe) free of charge
- (2) Our delivery terms and shipping costs apply on the return of all non-warranty repairs (please see www.StepOverInfo.net/TRA).