

Warranty-Products

Our quality
Your safety

 3 years Warranty (XL) Warranty Plus (XXL)	 5 years Warranty (XL) Warranty Plus (XXL)
---	--

from 22 € Single payment for 36 months	from 33 € Single payment for 60 months
--	--

All the best for you...

The Recordcase Warranty Products

Recordcase's full protection products provide comprehensive hardware protection for all devices that are provided with such full protection at the time of purchase. By purchasing an additional full protection product, you secure benefits that go far beyond the manufacturer's warranty of the device. The 36 or 60 months protection against material and manufacturing defects guarantees you that you will not incur any additional costs if the protected device should become defective within the term, i.e. suffers hardware damage for the aforementioned reasons. Spare parts and working time are already covered by the full protection. The cash voucher with device and full protection product represents proof and entitlement for you to claim benefits in the event of hardware damage. The price for the respective full protection product is to be paid only once per device to be protected and is then valid for 36 or 60 months.

Due to the cooperation with international insurance companies, the full protection products offer additional protection against further, unforeseen, sudden damage or destruction of the protected hardware by applying the deductible regulation described later:

Coverage table

- ✓ Clumsiness (maloperation, fall, breakage, liquid) with deductible
- ✓ Mechanically acting force, implosion or other effect under pressure.
- ✓ Water or moisture of any kind without any influence of its own or of others.
- ✓ Natural hazards such as flooding, rockfall, storm, frost, flooding, avalanches.
- ✓ Fire, lightning, explosions of all kinds and damage caused by fire extinguishing.
- ✓ Singeing and charring, smoke and soot caused by external influences.
- ✓ Indirect lightning strike.
- ✓ Direct effect of electrical energy due to earth fault, short circuit, overvoltage, etc.
- ✓ Material and manufacturing defects.
- ✓ Over- or undervoltage, electronic charging, electromagnetic interference.
- ✓ (*Only Full Protection Plus) Burglary, theft or robbery, with deductible.

This gives you the advantage that damage such as defective notebook screens or power supplies, indirect lightning strikes, etc. do not cause any repair costs. Only in the case of clumsiness and theft damage will the deductibles listed later be applicable, depending on the full protection product. In the event of a total loss (e.g. fire, uneconomical repair costs, etc.) within the 36 or 60 month term, Recordcase full protection products give you the right to a new device as described on the following pages. Even a manufacturer change is possible. Improvements of the device by upgrades can be obtained as surcharges from your Recordcase consultant.

Since the full protection products refer to the device serial number, you can easily sell your device within the term, the full protection remains intact as long as the new owner informs himself about the rights and obligations from the full protection products (information folder) and recognizes them.

There are several Recordcase full protection products

Depending on the value and group of goods, there are different full protection products. A further differentiation results from the Full Protection Plus, which also includes theft protection.

Full protection (XL warranty)

36 or 60 months warranty and guarantee including 36 or 60 months full protection according to cover table with deductible for damage caused by clumsiness

Full Protection Plus (XXL Warranty)

36 or 60 months warranty and guarantee including 36 or 60 months full protection according to cover table with additional protection against burglary, theft and robbery. Deductible for damage caused by clumsiness, burglary, theft and robbery.

Deductibles for full protection products

Deductibles are generally calculated on the basis of the cost of repair or the cost of a new device in the event of a total loss.

Full protection (XL warranty)

Deductible of 25% but at least € 30,- incl. VAT for all mobile phones and all stationary devices (audio, HiFi, DVD, PC, etc.) only for covered damage caused by clumsiness (fall, breakage, misuse, liquid).

Deductible of 33% but at least € 90,- incl. VAT for all portable devices (notebooks, photo, video, car hifi etc.) only for covered damage caused by clumsiness (fall, breakage, improper use, liquid).

Full Protection Plus (XXL Warranty)

Deductible of 33% but at least € 90,- incl. VAT for all devices only for covered damage caused by clumsiness (fall, breakage, misuse, liquid), theft, burglary and robbery.

In the case of theft from a vehicle between 06:00 and 22:00, a deductible of 50% will be charged in the case of compensation for damages, and there is no coverage between 22:00 and 06:00.

Damage, what to do?

In principle, the full protection products are considered Send-In protection irrespective of previous or valid manufacturer warranties. To register a claim, please send the original receipt to Recordcase along with the defective device.

There is a basic distinction between the possible cases of damage that are covered according to the coverage table:

A) Material- and manufacturing defects

This is damage caused by the normal use of the protected device. Examples are defective power supplies or boards of desktop computers, etc. Send your device to Recordcase. Here it will be analyzed and the repair initiated.

If it is a hardware damage due to material and manufacturing defects, you do not pay any repair costs within the 36 or 60 months term of the Recordcase full protection. If the repair turns out to be uneconomical, you have the right to a new equipment value replacement as described later.

B) Damage caused by clumsiness

This damage is caused by operating errors (e.g. CD tray breakage), fall and breakage damage as well as damage caused by liquids. Send your device to Recordcase and fill out the damage sheet (also downloadable from www.recordcase.de/vollschutz). The device will be analyzed and repaired. In the event of damage caused by clumsiness, Recordcase will charge a deductible from the repair costs or

the value of the new device. This also applies to damage which only turns out to be damage due to clumsiness after analysis by the repair centre.

Please also note that scratching and scuffing are not considered damage as long as the technical functionality is not affected.

If the repair should prove to be uneconomical, you have the right to a new device value replacement as described later by the full protection.

C) Damage caused by burglary, theft and robbery

In these cases, it is absolutely necessary that you report the offence to the next competent authority immediately (1 day) after becoming aware of it. There you will also receive a copy of the report protocol, which is absolutely necessary for a quick processing.

... damage, what to do?

Recordcase now checks the full protection entitlement according to your original invoice and forwards the advertisement protocol, the invoice to be completed and the customer invoice to the covering insurance company. After their release (3-4 working days), you have the right to a new device value replacement as described later due to the Full Protection Plus product. In the event of damage caused by burglary, theft and robbery, Recordcase will charge a deductible from the repair costs or the value of the new equipment.

For loss, damage or destruction of the protected equipment due to burglary, replacement will be provided if the equipment is stored in a locked and locked room or in a locked or locked, customary means of transport that is not visible and/or suspect from the outside. In the event of theft from a vehicle between 06:00 and 22:00, a deductible of 50% will be charged in the event of compensation being paid, and there is no cover between 22:00 and 06:00.

From 6 a.m. to 10 p.m., however, protection will only apply if the means of transport customary in traffic is demonstrably parked in a guarded car park, in an area that is not freely accessible or in a locked garage. A temporary necessary, blocked parking of the usual means of transport during the duration of the transport on the direct transport route is excluded from the mentioned condition.

D) All other damages

Damages caused by causes other than A, B or C are handled in a similar way. Bring your defective device to your Recordcase branch. For all damages resulting from official action (fire, natural disasters, etc.), please bring the appropriate confirmation with you. Your device will either be repaired or you will benefit from a new device value replacement, as described below. This also applies to total loss of the device. There is no deductible for these damages.

New equipment value replacement

This means that in the event of a total loss or an uneconomical repair, you will receive a new device as a replacement for your old, defective device that is technically at least equal to or better than the old device. If equivalent equipment is available, there is no entitlement to technically better equipment, even if this would correspond to the original purchase price. Please note in any case that the old device including all original accessories becomes the property of Recordcase and the corresponding Recordcase full protection is deemed to have expired. Therefore, when replacing the device, please send all original accessories, preferably in the original packaging (batteries, power supplies, cables, CDs, manuals, boxes, mice, etc.). Improvements to the device through upgrades can be obtained as surcharges from your Recordcase consultant.

Redemption

It is not possible to pay the damages in cash, even in the case of total losses.

Scope of application

In the case of stationary devices, the place of business of the end user applies. In the case of end users with several operating sites, the device is protected at the respective operating site at which the damage event occurs, insofar as this is located within the territory of the EU.

In the case of the design according to transportable devices, the local area of application is Europe in the geographical sense, excluding CIS states.

Start and end of services

The commencement date for the individual full protection products shall be the date of invoicing. In any case, the end of benefits is 36 or 60 months after the device invoice date.

If a device is replaced after a total loss (uneconomical repair, theft, etc.), the associated full protection is deemed to have expired. A new Recordcase Full Protection or Recordcase Full Protection Plus can of course be purchased for the new device.

Grundsätzlich gilt

- The Recordcase full protection is only valid in connection with the original invoice (no copies).
- The prerequisite for the full protection products is that the protected devices (mobile devices such as notebooks, photo devices...) are suitable for transport due to their design and are properly secured and continuously supervised during transport/carrying.
- Damage to the software (including operating systems, drivers, auxiliary programs, etc.) is not covered.
- The device owners or their authorised representatives are themselves responsible for the programs, the drivers, the data stock and its functionality.
- Data and software losses from the stated causes of damage cannot be claimed. Likewise, the costs for problems with software and operating system, viruses, compatibility, data recovery, reinstallation, data recovery, etc. will not be reimbursed.
- Consumables and wearing parts such as remote controls, rechargeable batteries, batteries, toner, fuser, ink, drums, lamps, etc. are not covered.
- Use outside the purposes and operating instructions specified by the manufacturer is not covered. This also applies to any damage caused by misuse or improper use.
- The protection as well as the warranty extensions refer to the delivery condition of the devices.
- Keyboards and mice are only covered with the main unit in the original manufacturer's packaging.
- Modular devices are only covered as a set in the original manufacturer's packaging.
- Offer bundles defined by Recordcase (PC + printer + scanner etc.) are considered as one device.
- Warranties of the equipment manufacturers are primarily performance obligations, as well as all other liabilities or contractual obligations of third parties.
- In principle, subsidiary liability is deemed to have been agreed. In the event of damage, any other existing insurance or third party liability on the part of the equipment owner shall have priority.
- Any differences here (fair value on new equipment value) are covered by full protection.
- Parts and equipment warranty/warranties are to be given priority as otherwise.
- In case of covered total damages (also in case of defective original accessories, e.g. power supplies), the corresponding device including all accessories (power supplies, cables, CDs, manuals, boxes, etc.) becomes the property of recordcase after replacement.
- Scratches and scuffs are not considered to be covered damage as long as the technical functionality is not affected. Furthermore, damage that does not impair the operation of the device as specified by the manufacturer (cosmetic impairments such as scratches, etc.) is not covered.
- Work carried out by professionals (delivery, installation, assembly, etc.) is subject to their liability.
- In principle, no compensation will be paid for liability, consequential damage and financial losses (not even for other accessories such as car installation kits, remaining toners, cartridges, etc.).
- Damages caused by normal, usual wear and tear as well as possible costs for service, adjustment and cleaning work will not be reimbursed. This also applies to a gradual deterioration in the performance of the equipment.
- Damage caused by attempted repairs or intervention by third parties without authorisation is not covered.
- Damages caused by gross negligence or third persons are not covered.
- Damage caused by inexplicable disappearance of the device (e.g. loss, forgetting or leaving unattended) is not covered.
- Damage that is reported but cannot be proven due to the non-returnability of the device is not covered. Excluded from this are damages caused by theft, burglary and robbery.
- Additionally purchased accessories are not covered.
- Lime damage of any kind is regarded as improper use of the equipment or as wear and tear and is not covered.