

TERMS OF SERVICE 24/7

The service enables the execution of repair orders and collection of the purchased device outside the company's working hours. From Monday to Friday from 4:00 p.m. to 7:00 a.m. and on Saturday, Sunday and holidays, our employees are prepared to provide you with express assistance.

Terms of use:

The condition for using the service is to submit a signed "Serwis 24/7" service order form and pay a fee in accordance with the "Serwis 24/7" service fee price list.

How to register your interest in using the service?

By phone at the 24-hour hotline on duty +48 717 500 983. A hotline consultant will discuss with you all the formalities related to using the service and arrange a time for accepting/collecting the device at the RGB Elektronika headquarters.

Response time to notification:

The response time to reported production downtime related to industrial automation failure is our priority. We will be ready to accept or issue the device within 4 hours of receiving the notification.

What is the fee for using the service?

Using the "24/7 Service" service requires paying a non-refundable fee of PLN 3,000.00 net, which is charged for starting the company outside standard working hours. The above-mentioned amount should include the cost of the repair service or the price of the purchased device.

How is the repair carried out once the device is delivered?

A consultant will be waiting for you at the customer service point, who will accept the device and complete all formalities. The device will be sent to the service center. Our consultant will be at your disposal throughout the duration of the service work. First, we will verify the condition of the device and the possibilities of repairing the equipment. You will receive an offer containing the cost of repair and the fastest possible time we need to complete the repair. If you accept the terms of the offer, we will begin implementation immediately. If possible, we will complete the repairs on the same day.

Warranty for the received device:

Each repaired and sold device is covered by a warranty of up to 24 months.

In all cases not described, the following applies:

Terms and conditions of service:

<https://rgbelektronika.eu/terms-and-conditions-of-providing-repair-services/>

General terms and conditions of sale:

<https://rgbelektronika.eu/general-terms-of-sale/>

I accept the conditions

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(date, signature)