

Hectronic Technical Support & Service

– Products not Covered by Warranty

Not applicable to customers with an individual support agreement.

Terms and conditions:

- Request for technical support and service for products or cases not covered by warranty is made according to the procedures described on www.hectronic.se
- An e-mail Service order number is sent to you, normally within 72 hours, confirming that the Service order is received by Hectronic.
- A quotation and a time plan for the support and service will be communicated within one week after receiving the e-mail containing the Service order number.
- Support and service work is initiated upon your acceptance of the quotation and time plan.
- Apart from what's stated here, the terms and conditions in Orgalime S2012 applies.