

Out of Warranty Repair and Exchange Policy

For equipment with expired Warranty, LYNX Technik has established a fixed cost per product for repair or exchange. This program is intended for products which have suffered electrical failure and does not apply to any product which has been subject to physical damage (beyond the expected wear and tear for the time the product has been in service) or any products which has been modified by the customer. In these cases a new replacement product must be purchased at the current published prices.

Terms and Conditions.

1. This policy applies only to current products which are not obsolete. **
2. An RMA must be obtained for any product return. Any product received without a RMA number will be returned to sender unopened, freight collect.
3. Purchase order or payment must be received before any repair work is undertaken.
4. Customer is responsible for all shipping / insurance / import export and any applicable taxes incurred to and from the two designated LYNX Technik repair facilities (one located in Weiterstadt Germany and the other located in California USA)
5. If requested (for emergency situations) advance replacements or loan products may be supplied with a 25% surcharge on the fixed repair cost. (Depending on product availability). LYNX reserves the right to return the original product once repaired and request the return of the advance replacement / loan unit.
6. Once the product is received LYNX Technik will (at its sole choice) either repair or replace the product. In the case of replacement then LYNX reserves the right to supply a fully functional factory refurbished product or functional equivalent as a replacement.
7. All repairs and / or replacements have a 90 day warranty.
8. No discounts apply to the fixed repair cost.
9. Some products are not included as part of this program, this typically includes software and firmware options plus parts subject to physical damage such as transport cases and some mechanical hardware. Consumable parts such as battery packs are also excluded. In these cases a replacement part or product must be purchased.

**Once a product is discontinued LYNX Technik provides support and service for a period of seven (7) years from the date the product was discontinued. Obsolete products are those which are beyond the 7 year discontinuation date. No repair or exchange is offered for obsolete products.

LYNX Technik AG