

AFTER-SALES TECHNICAL SERVICE

BCN Distribuciones offers a fast and quick after-sales service to guarantee its customer's full satisfaction permanently. In addition to the after-sales service, BCN Distribuciones, S.A.U. provides technical support, through telephone or e-mail assistance, in the brands sold.

The after-sales service will not accept any exchange or return of goods. These ones shall be sent, with the prior authorization of your sales representative, to the central warehouses of BCN Distribuciones, S.A.U.

DOCUMENTATION:

With the goal of guarantee this good service to their customers it is mandatory that all the repairs shipments are properly identified and packaged, including the following documentation in all cases:

1. Copy of the purchase invoice in the case of the equipment is covered under warranty. In the case of not included the purchase invoice of the equipment, the production date coded in the serial number or lot number will be taken by default.
2. Repair request duly filled.
In the case of the equipment is out of warranty, the budget authorisation must be duly completed, signed and stamped.

WARRANTY PERIOD:

All the products sold by BCN Distribuciones, S.A.U. enjoy a 2 year warranty from the date of the purchase invoice, only the ENYA72 have warranty for one year.

The warranty will not apply if the product has been submitted, by the buyer or third parties, to an improper firmware loading, to an improper installation, maintenance, repair or use or it has been exposed to environmental conditions not corresponding with the installation requirements.

The responsibility for the software or the information contained in the goods sent to the after-sales service should directly lie on the customer.

If the device is not defective and is found in perfect condition the after-sales service will proceed to make a charge of EUR 8 in review, whether or not the device is covered under warranty period.

Repairs are warranted for 6 months from the reparation date.

In neither case the warranty will exceed the replacement of the damaged part.

All the equipment out of warranty sent to the after-sales service (except for the meters), will be directly repaired if the repair cost is less than 15€, for the meters this amount is 50€, in the case of exceed this amount an estimated repair budget will be repaired unless the customer has been renounced of the same (point 2 of the shipment documentation).

The customer shall remain bound to pay EUR 15 per equipment for the budget reparation if this was not accepted, except for the meters that this amount is 50€.

More than 3 months after the delivery of the equipment for repair, without having it been collected, EUR 0.50 per unit is charged for each day exceeding, for the storage and preservation.

RENUNCIATION FOR ABANDONMENT:

The owner shall be deemed to waive possession of the material for abandonment (Art.460 of the Spanish Civil Code) if it has not been collected within one year of its receiving at the repair shop (Art. 1968/1 of the Spanish Civil Code).

Also, the after-sales service will retain the material until it has been paid the value of the repair or budget preparation and charges of storage and preservation if any (Art. 1600 of the Spanish Civil Code).

If after one year subsequent to the material receiving the customer shall be considered to renounce of possession of the material and it will be destroyed.

SHIPMENTS:

All the shipments must be sent to: BCN Distribuciones S.A.U.
Technical Service
C/ Milà i Fontanals 118 - 120
08205 Sabadell
Barcelona

For field meters please read the conditions of shipment.

The shipments costs shall be paid by the customer.

CONTACT AND SCHEDULE:

E-mail: st@ftemaximal.com

Telephone: 93 729 27 00.

Schedule: Monday to Friday from 9:00 to 16:00.