



After Sales service Terms and Conditions

SPORT EQUIPMENTS

1) CUSTOMER CONTACTS:

Technical support: The local distributor must be contacted in case of a problem. If the local distributor cannot solve it, please contact the technical support team : internationalproductsupport@djoglobal.com

Repair progress: The After Sales Service will e-mail you a Service Request number upon receipt of your device. To follow up on the progress of a repair, please contact the After Sales Service in France on contact.sav@djoglobal.com or by fax at +33 559 528 091 and state the Service Request (SR) number every time.

2) PRODUCT RETURN FORMS

The product return form is mandatory for the After Sales Service to proceed with your request. The repair is put on hold if the product return form has not been sent with the device.

If after one reminder, the product return form is still missing, a registered letter will be sent to the customer. If there is no response, the device will be scrapped at the end of three months after its receipt at the DJO France After Sales Service.

If the product return form is not fully or clearly completed, a quotation will be issued (OPTION B quotation applies).

3) DEFINITION OF THE EQUIPMENT REPAIR CONDITIONS

3.1 – PRODUCT UNDER WARRANTY

- If the device is under warranty, it will be repaired or replaced free of charge after investigation. Any defect due to **mishandling** (dropping, immersion etc ..) or due to any **misuse** / not compliant with the user manual (incorrect charger, non-approved battery etc ..) of the device will cancel any warranty.
- The user must return the device **with all its accessories (no electrode), the purchase invoice** and the completed **product return form**. It will be easier to identify the issue and thus reduces the processing time.
- If the device is still under warranty but not its accessories (cables, batteries etc ...) and the latter are defective, these will be replaced and invoiced. A quotation will be sent to the customer.

➤ Special case of OUT-OF-BOX FAILURE

The device does not work properly and its acquisition is less than a month old.

In this case, the customer must contact internationalproductsupport@djoglobal.com to determine whether the problem is due to a real defect or misuse of the device. If a return is necessary, **the device must be returned with all its accessories, the completed product return form** and the **purchase invoice**.

The device must have been purchased **less than one month** before the date of receipt at DJO France. If the device is defective, DJO France will replace it within 5 working days (subject to availability).

If the date of purchase is more than one month or if the device is not defective, the device will be repaired if necessary and returned.



3.2 – PRODUCT OUT OF WARRANTY

The customer must return the defective device **with all its accessories (no electrode)** and the completed **product return form stating the problem encountered**.

If the device is not in the ANNEX A list, it can't be repaired anymore, please check with internationalproductsupport@djoglobal.com.

If the device is out of warranty, the customer will have the choice between:

- **OPTION A (FLAT RATE) for devices listed in ANNEX A:**

The invoicing will be based on the replaced parts (including the defective accessories), the labour fees and the freight costs; It will be **a flat rate** indicated in ANNEX A.

The customer agrees that the repair is done **without quote**. This significantly reduces the repair lead time to a maximum of 10 working days after receipt at DJO France.

A proforma invoice will be raised and **the device will then be returned to the customer after receipt of payment**.

Beware that the max flat rate option is only possible if the device can be repaired. If the device cannot be repaired, DJO will suggest the purchase of a new device.

- **OPTION B (QUOTATION):**

The customer asks for **a detailed repair quote**.

Once the device and return form are received, the quotation will be sent within 10 working days.

The customer must sign and agree or refuse the quotation.

The device will be repaired once the signed agreement has been received and the device will be sent back to the customer after receipt of payment.

If the quotation is refused then the customer will be invoiced administrative fee (Annex B).

4) NO RESPONSE TO A QUOTATION

If the customer doesn't give any response to the estimate, then a reminder will be sent by DJO France using the contact details stated on the product return form.

If the quotation is still left without any response, a recorded letter will be sent to the customer.

Should there be no reply from the customer, the device will be scrapped within three months after its receipt at DJO France.

5) REJECTION OF A QUOTATION

If a quotation is rejected by the customer:

EITHER the device will be sent back to the customer upon request when the estimate is rejected after payment of the administrative and freight fees and listed in Annex B.

OR the device will be scrapped if the customer does not ask for its return at the time of rejection. An invoice for administrative fees only as listed in APPENDIX B will be sent to the customer.

6) PAYMENT

The devices will be sent back to the customer the next working day after receipt of payment.

If the payment is delayed this will postpone the return of the device.

If there is no payment after a month, a reminder will be sent to the customer.

Should there be no reply from the customer, the device will be scrapped within three months after its receipt at DJO France After Sales Service.



The payment can be done:

- Via **Credit card** (Visa/Mastercard/CB) while calling Repair Services at +33.5 59 52 80 90 during office hours.
- or Via **bank transfer** :
BANQUE : LCL CAE BAYONNE
IBAN : FR63 3000 2017 2700 0045 9827 P56
BIC : CRLYFRPP

7) WARRANTY of the repairs

Spare parts and labor are covered with a 6-month warranty only for the same problem (excluding transport). This warranty starts from the date stated on the repair invoice. It applies to the repaired or replaced parts. All other parts are excluded from this warranty.

8) FREIGHT COSTS

If possible, the device has to be returned in its original packaging with all the accessories (cables, charger, battery, applicator...).

If not possible, the device has to be packed as safely as possible to ensure that it will not be damaged during transport.

Transport damage will not be taken under warranty.

The transport of any device is handled in the following way:

- The transport of the defective device to the shipping address of After Sales Service - DJO France is dealt with by the user.
- The transport of the repaired device to the shipping address of the Customer is arranged by DJO France
- We can help and arrange transportation for oversize/heavy devices. Please contact contact.sav@djoglobal.com if necessary.

9) HYGIENE AND MICROBIOLOGICAL CONTAMINATION

All the devices have to be returned cleaned and disinfected.

DJO may refuse the device if correct hygiene and cleanliness standards are not met.

After Sales Service Product Return Form Sport Equipments

Return address

SAV DJO France
Centre Européen de Frêt
rue de Bethar 64990
MOUGUERRE
Tél : 05 59 52 80 90
Fax : 05 59 52 80 91
contact.sav@DJOglobal.com

Invoice address (in block letters)

Name :
Address :Street, P.O Box
Add Compl:.....Building, floor, entry codes
Post Code/Town:.....
Country :.....
Tel / Mobile:.....
E-mail :

Delivery address (if different)

Name :
Address :Street, P.O Box
Add Compl:.....Building, floor, entry codes
Post Code/Town:.....
Country :.....
Tel / Mobile:.....

Designation	
Serial Number	
SR Number/ Internal Reference	

Accessories included	Quantity
Cables	
Charger	
Battery	
Wireless modules	
Transport Case	



This product return form must be returned with your device.

Please keep a copy of this return form to facilitate any research.

Designation & Symptome Code	
1- ERROR MESSAGE:	7- DOES NOT SWITCH ON
2- DROPPED, BROKEN	8- DOESN'T CONNECT / CABLE ISSUE
3- KEYPAD, BUTTONS, TOUCH SCREEN ISSUE	9- NOISE
4- DISPLAY ISSUE	10- OTHER:
5- EMISSION ISSUE	11- ELECTRIC SHOCK
6- CHARGE ISSUE	12 - WIRELESS SYNCHRONIZATION ISSUE
PERMANENT FAILURE: <i>Please give as much information as possible:</i>	RANDOM FAILURE: <i>If you can detail the circumstances:</i>

Please contact the After Sales Service on internationalproductsupport@djoglobal.com for technical advice before returning your device to us. Please consult the APPENDICES of this document for the repair rates.

Any product return-form not filled correctly will result in a quotation.

- 1- **Device under warranty: The copy of the invoice must be enclosed.**
- Out of box failure (invoice less than a month old)
 - Device under warranty
Defective accessories (batteries, cables, charger...) are not covered by warranty. You will receive a quotation if they need to be replaced.

Signed and agreed

Date
Signature

- 2- **Device out of warranty: OPTION A –Flat rate**
- I accept the repair and the replacement of the defective accessories.
I also accept being charged at the maximum flat rate (see Annex A)

Signed and agreed

Date
Signature

- 3- **Device out of warranty: OPTION B – Quotation**
- I request a quotation before any repair.
If I ever reject the quotation, I shall pay the administrative and freight costs to get my device back.

Signed and agreed

Date
Signature

Annex A

FLAT RATES TAB

Brand	DESIGNATION	Warranty	Flat rate in EURO without tax
CEFAR	EASY	2	83,33
COMPEX	FIT 1.0	2+1*	83,33
	FIT	2+1*	100
	FITNESS	2+1*	100
	FULL FITNESS	2+1*	100
	ONE	2+1*	100
	SPORT	2+1*	100
	SPORT ELITE	2+1*	100
	VITALITY	2+1*	100
	ENERGY MI-READY**	2+1*	150
	FIT 3.0	2+1*	150
	MI-FITNESS	2+1*	150
	MI-SPORT	2+1*	150
	PERFORMANCE	2+1*	150
	RUNNER	2+1*	150
	SP2.0	2+1*	150
SP4.0	2+1*	150	
COMPEX WIRELESS FIT 5.0 / SP 6.0 / SP 8.0	1 WIRELESS MODULE	2+1*	85
	DOCKING STATION	2+1*	100
	WIRELESS REMOTE	2+1*	115

*The warranty of "2+1" is 3 years of warranty if the customer registered on the website for the purchase of the device, otherwise 2 years.

**The first generation Energy devices (red and black enclosure, product number under bar code beginning With XBB) without Mi function can no longer be repaired.

Annex B

Accessories and Side costs

	DESIGNATION	Flat rate without tax in EURO
BAT1	Battery and tests	46,50
CAB1	1 electro stimulation cable and tests	35
CAB2	2 electro stimulation cables and tests	45
CAB4	4 electro stimulation cables and tests	70
CHA1	Charger and tests	60
FREIGHT	Transport inside the European Union	10
FREIGHT-EXPT	Transport outside the European Union	40
ORIGIN-DOC-FEE	Export documents sent by TNT/UPS/FEDEX	40
DEVIS	Administrative fee	20,83



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 64990 Mouguerre contact.sav@DJOglobal.com