



2023 WARRANTY AND REPAIRS

Summary of manufacturer's warranty and repair procedures



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Conditions

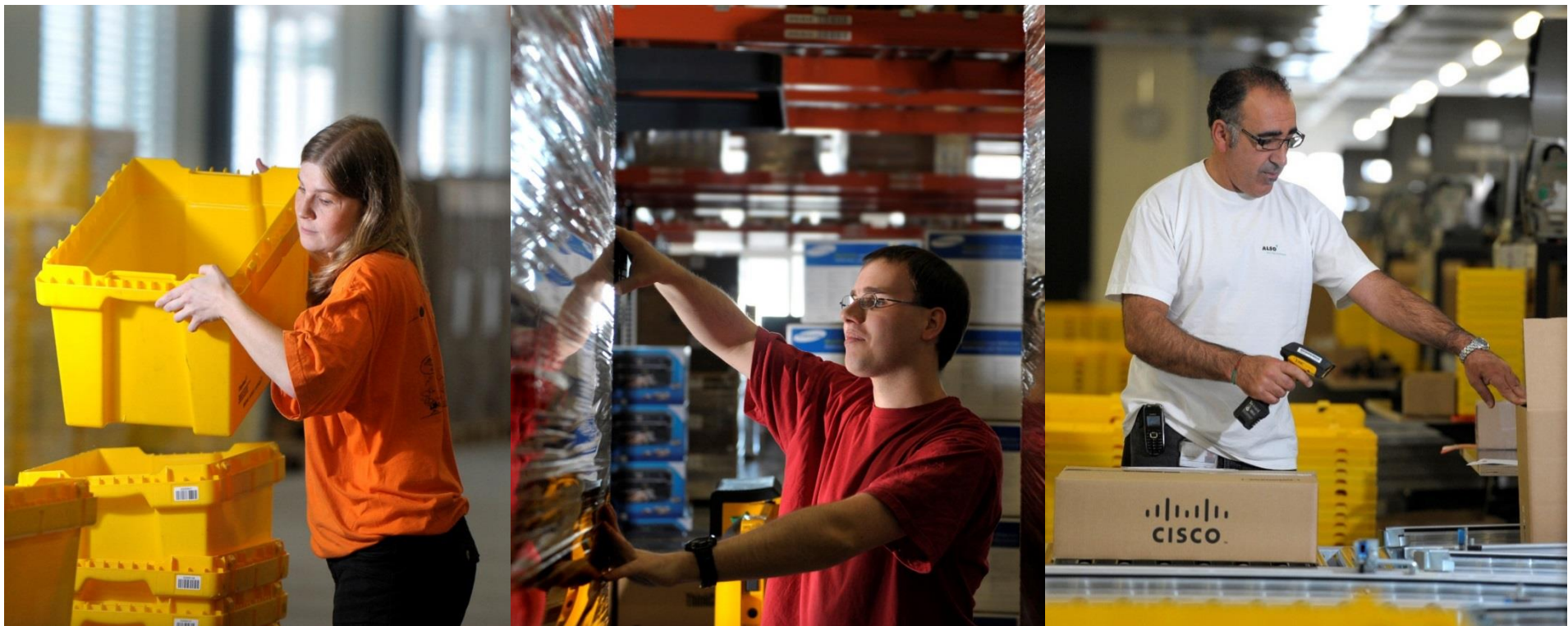
To ensure that repairs and warranty procedures operate in the best possible manner, your repairs and exchanges under warranty can only be performed if the following information is provided:

- Purchase documentation
- Serial number
- Description of fault
- Original packing and accessories

The details on the repairs and warranty procedures are in relation to the date of issue of the valid manufacturers conditions. They remain however subject to the special provisions of the manufacturer and to any subsequent amendments made by the manufacturer regarding the period of warranty, the repairs and warranty procedures and recipients. All reproduction rights including extracts are reserved and subject to approval in writing of the publisher. E. & O.E.

This information is supplied without liability and subject to change.

Many thanks for your cooperation.





Acer	Warranty	Faults upon receipt (DOA), timing of warranty validity and non-validity
Notebooks* Acer TravelMate Acer Aspire	2 years Bring-In	DoA Acer Service-Center Moosmattstrasse 30 8953 Dietikon Tel. 044 745 58 58
PC's Acer Aspire	2 years Bring-In	DoA Acer Service-Center Moosmattstrasse 30 8953 Dietikon Tel. 044 745 58 58
Acer Power PCs / Veriton 1000 /Acer Veriton M2XX / M4XX / L4XX	2 years Bring-In	
Acer Veriton 28XX / 78XX / 79XX / Acer Veriton T6XX / M6XX / S6XX / L6XX	3 years Bring-in 1 st year: labour and parts 2 nd and 3 rd year: parts only	
LCD Displays* Acer AL-Serie Acer PXX1-Serie Acer- V / B / A / S / Serie	3 years On-Site Warranty	
Acer PXX2/PXX3-Serie Acer X-Serie	2 years Bring-in Warranty	
Acer P-Serie Acer X-Serie	2 years Bring-in Warranty	
* Wear parts such as batteries. Etc. have 6 months warranty		
Notes:	1. Warranty does not cover replacement of the main device. 2. Warranty conditions as per AcerAdvantage specification sheet and the general terms and conditions of warranty 3. Onsite warranty reporting via the Acer Support Centre Tel. 0848 745 745 4. DOA (Dead on arrival) warranty reporting via the Acer Support Centre Tel. 0848 745 745	



Adobe

Software

Warranty

www.adobe.ch

Faults upon receipt (DOA), timing of warranty validity and non-validity

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

RMA-request:
Über den ALSO Schweiz AG
Webshop

Informations
European Technical Support (9.00 - 17.00)
Fax +44 131 458 69 72

Product information/publications information

chinfo@adobe.com
German: <http://www.adobe.com/de/support/contact/>
French: <http://helpx.adobe.com/fr/contact.html>

Activation of products:
0800 56 38 11

Technical problems:
044 800 95 81

Return of Adobe products (Retouren):
044 800 95 81

Questions to existing orders:
044 800 95 81

Education-Program:
044 800 95 81

Volume Licenses (Adobe Open Options):
044 800 95 81

Other:
044 800 95 81

Alcatel Lucent Enterprise

All other ALE data products

Warranty

Advanced Replacement (AVR)
3years

Faults upon receipt (DOA), timing of warranty validity and non-validity

Timing of warranty validity/special note

This service offers to ship the replacement of your faulty equipment (IP Telephony or Network Infrastructure) within one (1) Business Day from the time Alcatel-Lucent's Support Center receives your eService Request. Transport time is not included in the SLA. For targeted transport times please go to the Alcatel-Lucent Enterprise Business Portal and navigate to Customer Support -> Hardware Support.

OmniSwitch 6250,
OmniSwitch 6400,
OmniSwitch 6450,
OmniSwitch 6800
OmniSwitch 6850,
OmniSwitch 6850E,
OmniSwitch 6855,
OmniSwitch 6900
Some wireless access
points such as OAW –RAP5,
OAW-AP92, OAW-AP93/IAP93, OAS-IAP105

Hardware Lifetime Warranty
HLW will benefit only to the initial end customer owner of the product up to five (5) years after such product end-of-sales has been declared by Alcatel-Lucent.

This is a repair service offered to the end customer directly by Alcatel-Lucent, on a Return-To-Factory (RTF) basis, on the hardware part of the product.
The end customer will support the inbound transportation costs (DAP ICC INCOTERMS 2010) to the designated Alcatel-Lucent Entry Point. Alcatel-Lucent will support the repair and return transportation costs to the end customer designated point. Alcatel-Lucent will repair the returned product within ten (10) days on a commercially reasonable effort basis. Transport time is not Alcatel-Lucent branded power supplies for the Products are included in the HLW service. It may evolve with Alcatel-Lucent new products commercial releases. Alcatel-Lucent branded power supplies for the above Products are included in the HLW service. It may evolve with Alcatel-Lucent new products commercial releases.
Note: Hardware Lifetime Warranty does not cover transceivers and other products.

Renewal after three years

After the first period of 3 years, service contracts can be renewed on a yearly basis. The support service renewal will resume on back-dating mode (from the ending date of the previous period). The following table gives you the percentages used for Service Pack renewal depending on Service Category and the duration of the renewal. The percentage of service fees is applied on the **contractual purchase price of the product** (Sales category) excluding Special Discount Request (SDR) and Extra Discount Request (EDR).



ANGELBIRD

Angelbird

SSD2go PKT
SSD2go Pocket
WRK - Workplace SSD
AVPro SSD
PCIe SSD
Wings PX1
DateCenter SSD
AV Pro CompactFlash

Warranty

All Bring-In:
3-years limited warranty
5 Years Limited Warranty
3-years limited warranty
3 years limited warranty
3 years limited warranty
10-years limited warranty
3 years limited warranty
3 years limited warranty

Faults upon receipt (DOA), timing of warranty validity and non-validity

ALSO Schweiz AG
Service Center
Meierhofstrasse 3
CH-6032 Emmen

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error



Anki

All products

Warranty

2 year Bring-In

Faults upon receipt (DOA), timing of warranty validity and non-validity

If the unit is within the warranty period, you can return the unit directly to our Service Center:

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Description of the error

APC	Warranty	Faults upon receipt (DOA)	Timing of warranty validity and non-validity
Product			
Back-UPS, Smart-UPS SMC, Smart-UPS RT	Electronic Components 2 years Batteries 2 years	Within 14 days: Schneider Electric Technical hotline: Tel. 0800 111 469	Schneider Electric IT Switzerland AG Hardstrasse 72 5430 Wettingen Switzerland Technical hotline: Tel. 0800 111 469
Smart-UPS SMT, Smart UPS SMX, Samrt-UPS SRT	Electronic Components 3 years Batteries 2 years	The following information must be enclosed as mandatory with the return: • A copy of the invoice from ALSO • Item no. • Serial no. • Description of the error	Spare parts centre: Tel. 0800 111 469 Dealer support: Tel. 0800 111 469
Rack, PDU, NetBotz, Connectivity cards, accessories	Electronic Components 2 years		Support and knowledge base: http://www.apc.com/site/support/gb/en/
Smart-UPS VT, MGE Galaxy, Symmetra PX, InRow	Electronic Components 1 years Batteries 1 years		

Apple

Hardware

Warranty

1 year

Faults upon receipt (DOA)

Free telephone support for 90 days from date of purchase and one year warranty. Orders are processed directly through an Apple Premium Service Provider:
<http://www.apple.com/chde/buy/>

Definition of DOA:

A hardware product is considered DOA if it shows symptoms of a hardware failure preventing basic operability upon its first use out of the box.

- Products which are «End of Life» for 90 days or longer will not be accepted by Apple as DOA.
- Products deemed DOA more than 90 days after Apple has invoiced ALSO will not be accepted by Apple as DOA.

Procedure for DOA devices:

Send the serial number of the affected unit to apple-ch@also.com for verification. If the unit is within the 90-day DOA period, we will accept the request and you can return the unit directly to our Service Center*.

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error

Timing of warranty validity and non-validity

*Address for returns:

ALSO Schweiz AG
Service Center
Meierhofstrasse 3
6032 Emmen
Switzerland

Upon receipt of the DOA unit, ALSO Schweiz AG will generate a corresponding credit note.

Please note that DOA units are not replaced. A new order must be placed if necessary.



ARLO

Camera Systems,
Networking Products
Smart Home

Warranty

one to limited lifetime Warranty

Faults upon receipt (DOA), timing of warranty validity and non-validity

ALSO Schweiz AG
Service Center
Meierhofstrasse 3
CH-6032 Emmen

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error

Hotline Support:
0800 834 730

Support Website:
<https://www.arlo.com/ch/support/default.aspx>



ASUS

ASUS Monitors
ASUS Peripherals
ASUS Network
ASUS Systems
ASUS Projectors
ASUS Mainboards
ASUS VGA

Warranty

3 years on-site warranty
2 years bring-in warranty
3 years bring-in warranty
2 years on-site warranty
3 years pickup & return warranty
3 years bring-in warranty
3 years bring-in warranty

Faults upon receipt (DOA), timing of warranty validity and non-validity

ALSO Schweiz AG
Service Center
Meierhofstrasse 3
CH-6032 Emmen

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error

On-Site Warranty Information:

ASUS Service Hotline:

German
+41-848111010
Mon-Fri 09:00-18:00

French
+41-848111014
Mon-Fri 09:00-18:00

Italian
+41-848111012
Mon-Fri 09:00-18:00



AVM

FRITZ!Box
FRITZ!WLAN repeater
FRITZ!WLAN USB stick
FRITZ!Fon
FRITZ!Powerline

Warranty

5 years
5 years
5 years
2 years
2 years

Faults upon receipt (DOA), timing of warranty validity and non-validity

Support Hotline
The AVM support team are happy to help you by phone with any queries you have about your FRITZ! product!

In Switzerland please dial 044-2428604.
(Monday to Friday from 9am to 8pm, Saturday from 10am to 6pm)

The device can be returned (DOA, etc.) via our service center following contact and approval by the AVM support center. Send the faulty appliance with purchase documentation and fault description in the original packing including accessories to:

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
6032 Emmen



Bachmann

All products

Warranty

2 years Bring-In

Faults upon receipt (DOA), timing of warranty validity and non-validity

ALSO Schweiz AG
Service Center
Meierhofstrasse 3
CH-6032 Emmen

Upon receipt of the unit, ALSO Schweiz AG will generate a corresponding credit note. Please note that affected units are not replaced. A new order must be placed if necessary.

Procedure for warranty devices:

Send the manufacturer part number of the affected unit to bachmann-ch@also.com for verification. If the unit is within the warranty period, we will accept the request and you can return the unit directly to our Service Center.

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error

Beats

All products

Warranty

1 year

Faults upon receipt (DOA), timing of warranty validity and non-validity

Apple One (1) Year Limited Warranty – Accessory. Orders are processed directly through an Apple Premium Service Provider:
<http://www.apple.com/chde/buy/>



Belkin

All products

Warranty

2 years Bring-In

Faults upon receipt (DOA), timing of warranty validity and non-validity

ALSO Schweiz AG
Service Center
Meierhofstrasse 3
CH-6032 Emmen

Upon receipt of the unit, ALSO Schweiz AG will generate a corresponding credit note. Please note that affected units are not replaced. A new order must be placed if necessary.

Procedure for warranty devices:

Send the manufacturer part number of the affected unit to apple-ch@also.com for verification. If the unit is within the warranty period, we will accept the request and you can return the unit directly to our Service Center.

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error

Brother	Warranty	Faults upon receipt (DOA), timing of warranty validity and non-validity
All products	1-3 years (Depending on the product)	Brother Repair Center Grindelstrasse 9 8303 Bassersdorf Tel. 0844 484 111 E-Mail: info@brother.ch Erreichbarkeit : 08.00 – 12.00 Uhr / 13.00 – 17.00 Uhr Purchase documentation and description of fault
		Brother Support Tel. 0900 900 484 MO – FR / 09.00 Uhr – 17.30 Uhr CHF 0.12/min bis 5 min – danach CHF 3.00/min. oder www.brother.ch
Accessories		
Brother Toner Ink Cartridges Paper/Slides Miscellaneous Accessories	1 year 1 year no warranty 1 year	Defective on receipt within guarantee period Brother Repair Center Grindelstrasse 9 8303 Bassersdorf Tel. 0844 484 111 E-Mail: info@brother.ch Erreichbarkeit : 08.00 – 12.00 Uhr / 13.00 – 17.00 Uhr

Warranty claims can be sent directly to Brother using the «Used equipment return» form. You can find detailed information on this in the «Brother at your Side» brochure.



Canon

Warranty

Faults upon receipt (DOA)

Timing of warranty validity and non-validity

PIXMA Serie
I-SENSYS Serie
LIDE-Serie

2 years

except imagePROGRAF Printer

Within 14 days (the date of the sales slips/the warranty certificate is valid):

Registration via e-mail or fax at Canon product manager at ALSO Switzerland plc

Necessary data: Dealer name, product, description of the fault, fax number or e-mail

After return and after accepting of the DOA equipment by Canon a credit note is granted by ALSO Switzerland plc within approx. 2-3 weeks.

Important: Spare equipment is not supplied automatically!

We ask you to consider the following points with the DOA: By the registration of the DOA the dealer confirms that the product is tested and judged to be defective.*

During the return of the DOA the following information MUST be attached:

- DOA-form with DOA- and article number
- Copy of proof of purchase/ receipt/ guarantee (product and purchase date must be evident from this) defective product in the original packing with the complete scope of supply (all cables, batteries, manual, CD etc.).

If the sales date is more than 14 days ago or if it is not obvious /the purchase proof copy is not enclosed, the product is treated as normal order under warranty. The same is valid for incomplete returned goods.

*Canon/ALSO has the right to return non-defective products and not to credit or if refund has already taken place not to re-charge. Please despite the information provided by an end-customer check whether the equipment is really defective. Thus you save you and us from unnecessary expenditure. Thank you!

Sertronics AG
Zentrale
Fegistrasse 5
8957 Spreitenbach
Tel. 056 417 71 11 / Fax 056 417 75 76
www.sertronics.ch
Reparaturen: service@sertronics.ch
Ersatzteile: verkauf@sertronics.ch

Sertronics SA
Route des Avouillons 4
1196 Gland
Tel. 022 364 77 50
Fax 022 364 77 03

Canon
Technical hotline: 0848 833 838

In print heads with the Article No. starting with QY6-xxx is no warranty. Does a new print head does not need the whole device including print head and cartridges to be sent to:

Sertronics AG
Zentrale
Fegistrasse 5
8957 Spreitenbach
Tel. 056 417 71 11 / Fax 056 417 75 76
www.sertronics.ch
Reparaturen: service@sertronics.ch
Ersatzteile: verkauf@sertronics.ch

Sertronics SA
Route des Avouillons 4
1196 Gland
Tel. 022 364 77 50
Fax 022 364 77 03

Canon
Technical hotline: 0848 833 838

imagePROGRAF Printer (iPF xxx Serie)	1 year On-Site warranty	ESAG AG Moosacherstrasse 6 8820 Wädenswil Tel. 044 782 28 28 Fax 044 782 28 00 info@esag.ch www.esag.ch
Accessories		Defective on receipt within guarantee period
Toner	1 year	ALSO Schweiz AG
Ink Cartridges	1 year	Service-Center
Paper/Slides	no warranty	Meierhofstrasse 3
Drum	no warranty	CH-6032 Emmen
Developer	1 year	



Celly

All products

Warranty

2 years Bring-In

Faults upon receipt (DOA), timing of warranty validity

If the unit is within the warranty period, you can return the unit directly to our Service Center:

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error



Cisco

Warranty

Timing of warranty validity

Cisco Integrated Services (ISR) Routers
Cisco Nexus Switches
Cisco MDS Switches
Cisco IP Phones & Headsets
Cisco 9800 Wireless Controller
Cisco Meraki Go Series

1 year
Limited Hardware Warranty Terms

Send the faulty appliance with purchase documentation and fault description in the original packing including accessories to:

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
6032 Emmen

Cisco Unified Computing Systems (UCS Servers)
Cisco HyperFlex Series
Cisco Business Switches (CBS) 220 Series

3 years
Limited Hardware Warranty Terms

It is essential that additional components built into Cisco appliances (modules, memory upgrade, etc.) are of necessity removed, before the faulty appliance is dispatched to us..

Cisco Industrial Routers & Switches (IR & IE)
Tranceiver Modules (GLC, SFP, QSFP etc...)

5 years
Limited Hardware Warranty Terms

For more information please check the following links:

Warranty Finder by Product Description, SKU or Product Series/Family:
<http://www.cisco-servicefinder.com/WarrantyFinder.aspx>

Cisco Aironet Access Points (1800, 2800, 3800)
Cisco Catalyst 9100 Access Points
Cisco Business Switches (CBS) 110 + 250 + 350 Series
Cisco Business Wireless (CBW) Series

Limited Lifetime
(5 years from End of Sale)

Basic Warranty Terms:
http://www.cisco.com/en/US/products/prod_warranties_listing.html#~warranty_documents

Cisco Catalyst 1000 Series
Cisco Catalyst 2000 Series (2960X etc...)
Cisco Catalyst 3000 Series (3650, 3850 etc...)
Cisco Catalyst 9000 Series (9200, 9300 etc...)

Enhanced Limited Lifetime
(5 years from End of Sale and 90 Days TAC-Access)

Solution and Segment Warranties:
http://www.cisco.com/en/US/products/prod_warranties_listing.html#~additional_warranty

Important Information:
The warranty information provided on this list is only informational and not binding.
Warranty status of a specific products always needs to be approved by Cisco

All other Cisco products
notable products: FirePower Firewalls & Webex Devices

90-Day
Limited Hardware Warranty Terms

Meraki:
Depends on the product, please check directly on
www.meraki.com

various

Dicota	Warranty	Defective on receipt within guarantee period
Accessories		ALSO Schweiz AG Service-Center Meierhofstrasse 3 CH-6032 Emmen
Hard shell products	2 years	
Bags with trolley system	2 years	
BaseXX Products	2 years	
Accessories	2 years	
Other bags	Lifetime warranty	



Digitus



Warranty

2 year Bring-In

Faults upon receipt (DOA), timing of warranty validity and non-validity

If the unit is within the warranty period, you can return the unit directly to our Service Center:

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Description of the error



Doro

Warranty

Faults upon receipt (DOA), timing of warranty validity and non-validity

Phones

2 year Bring-In

Support Nummer:
+41 22 567 55 57

Please keep ready the following information:

- A copy of the invoice
- Item no.
- Serial no.
- Description of the error



EA

All products

Warranty

90 days
from the date of purchase

Faults upon receipt (DOA), timing of warranty validity

Electronic Arts warrants to the original purchaser of this product that the recording medium on which the software program(s) are recorded (the "Recording Medium") and the documentation that is included with this product (the "Manual") are free from defects in materials and workmanship for a period of 90 days from the date of purchase. If the Recording Medium or the Manual is found to be defective within 90 days from the date of purchase, Electronic Arts agrees to replace the Recording Medium or Manual free of charge upon receipt of the Recording Medium or Manual at its service center, postage paid, with proof of purchase.

This warranty is limited to the Recording Medium containing the software program and the Manual that were originally provided by Electronic Arts. This warranty shall not be applicable and shall be void if, in the judgment of Electronic Arts, the defect has arisen through abuse, mistreatment or neglect.

More information online: <http://help.ea.com>

EA Customer Support Schweiz
Mo. - Sa., 9:00 - 21:00 Uhr
Hotline Switzerland Phone 0225 – 181005

Criteria for Product Exchange or Return:

- Within the 90-day warranty period.
- The product was determined to be defective by an Electronic Arts Technical Support representative.
- The product has been determined to be incompatible with your computer by an Electronic Arts Technical Support Representative.
- The product will not work on your computer because you do not meet the requirements.

When sending back a product, be sure to include a photocopy of the sales receipt showing the date of purchase, as well as the Requested Information shown below.

We strongly recommend that you send your product using a traceable delivery method. Electronic Arts is not responsible for products not in its possession.

Use [this PDF form](#) to provide us with all necessary information for replacement of your product.

Eaton	Warranty	Faults upon receipt (DOA)	Timing of warranty validity and non-validity
Product		Within 14 days:	Eaton Industries II GmbH Im Langhag 14 8307 Effretikon Switzerland
Ellipse PRO	Electronic Components 3 years Batteries 3 years	ALSO Schweiz AG Service-Center Meierhofstrasse 3 CH-6032 Emmen	Technical hotline: +41 (0)58 458 14 14 Mo – Fr (07:30 -12:00 / 13:15 – 17:00 Uhr)
3S, Ellipse ECO, 5S, 5SC, 5130, 9130, EX, 9SX, 9PX, Connectivity cards, accessories & ePDU's	Electronic Components 2 years Batteries 2 years	The following information must be enclosed as mandatory with the return: • A copy of the invoice from ALSO • Item no. • Serial no. • Description of the error	All other hours Technical hotline: +41 (0)58 458 14 66 UPSSwitzerland@eaton.com
5P, 5PX, BladeUPS	Electronic Components 3 years Batteries 2 years		Support and knowledge base: http://powerquality.eaton.com/Deutschland/Support/DE-Contact-Tech-Support.asp
93PS, 93E, 93PM, 9395P	Electronic Components 1 years Batteries 1 years		



Ednet

All products

Warranty

2 years Bring-In

Faults upon receipt (DOA), timing of warranty validity

If the unit is within the warranty period, you can return the unit directly to our Service Center:

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Description of the error

Epson

	Warranty	Faults upon receipt (DOA)	Timing of warranty validity and non- validity
All products	1 year (+ 1 year statutory guarantee)	Within 14 days: ALSO Schweiz AG Service-Center Meierhofstrasse 3 CH-6032 Emmen Purchase documentation and fault description In the original packing including accessories	EPSON Service Center c/o ESAG Moosacherstrasse 6, Au 8820 Wädenswil Technical hotline: 022 592 79 23 Epson Partner Hotline: 022 592 79 24 Mo - Fr 9.00 - 17.00 Uhr Bring-In Warranty: http://esag-service.ch/wsw/index.php?p=278 Spare Parts: Tel.: 044 782 28 10 Email: spares@esag.ch
Accessories		Defective on receipt within guarantee period	
Toner	1 year	ALSO Schweiz AG	
Ink Cartridges	1 year	Service-Center	
Paper/Slides	no warranty	Meierhofstrasse 3	
Ribbons	1 year	CH-6032 Emmen	
Miscellaneous Accessories	1 year	Support end-customer: 0848 44 88 20 Support dealer: 0848 44 88 30	

Ergotron

All products

Warranty

2 years Bring-In

Faults upon receipt (DOA), timing of warranty validity

If the unit is within the warranty period, you can the Ergotron Service Center:

+49 431 5402 8780 or +49 800 182 4857

info.de@ergotron.com

Teichhörn 4-6

24119 Kronshagen

Deutschland

Service Time: Monday to Friday 08:00 to 17:00

Further informations on: <https://www.ergotron.com/de-de/support/kontakt-8001824857>

Essentials

All products

Warranty

2 years Bring-In

Faults upon receipt (DOA), timing of warranty validity

If the unit is within the warranty period, you can return the unit directly to our Service Center:

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error



ESR

All products

Warranty

2 years Bring-In

Faults upon receipt (DOA), timing of warranty validity

If the unit is within the warranty period, you can return the unit directly to our Service Center:

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error



Fiabro

All products

Warranty

2 years Bring-In

Faults upon receipt (DOA) (DOA)

Within 30 days
(the date of the sales slip is valid)

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

Procedure for warranty devices:

Send the manufacturer part number of the affected unit to rma-ch@also.com for verification. If the unit is within the warranty period, we will accept the request and you can return the unit directly to our Service Center.

The following information must be enclosed as mandatory with the return:

- To be sent in the original packing incl. accessories
- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error

Faults timing of warranty validity and non-validity

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

Procedure for warranty devices:

Send the manufacturer part number of the affected unit to rma-ch@also.com for verification. If the unit is within the warranty period, we will accept the request and you can return the unit directly to our Service Center.

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error

Fortinet

The basic warranty includes the complete range of products from the start of the registration. This is normally carried out via the end-customer or the actual user of the appliance.

Registration provisions

Dead on Arrival (DOA) conditions

Warranty

12 months exchange & replacement (hardware)
90 days on the drive system
90 days online support (8x5)

The appliances or service support contracts must be registered within one year from the supply of the product. If this does not happen, the performance of service support or warranty shall lapse.

An appliance will only be accepted as being D.O.A. if it is declared as being so within the first 30 days of the warranty. The claim for D.O.A. status shall become void at the latest within 120 days from delivery.

Timing of warranty validity and non-validity

Fortinet RMA Department
+ 33 489 870 555
120 rue Albert Caquot
06560 Sophia Antipolis
France

Fortinet RMA Department
+ 33 489 870 555
120 rue Albert Caquot
06560 Sophia Antipolis
France



CONTACT & SUPPORT

Fujitsu Technology Solutions AG carries out all standard warranty repairs at its repair centre in Bachenbülach with its own Fujitsu technicians. This includes the following guarantees:

Collect & Return

Bring-In

Send-In

Of course we also take care of your equipment outside the warranty! You can find us at the following address:

Fujitsu Technology Solutions AG
repair centre
c/o Polysys AG
Weieracherstrasse 12
8184 Bachenbülach

Opening hours: Mon - Fri 08:00 - 17:00

Phone: +41 582 588 399

e-mail: servicecenter.ch@ts.fujitsu.com

[Site plan](#)

Error report

Opening hours: Mon - Fri 08:00 - 17:00

Phone: +41 848 808 505

E-mail: helpdesk.ch@ts.fujitsu.com

[Contact form](#)

Spare parts procurement

Mail: logistics.ch@ts.fujitsu.com



DOA PROCESS

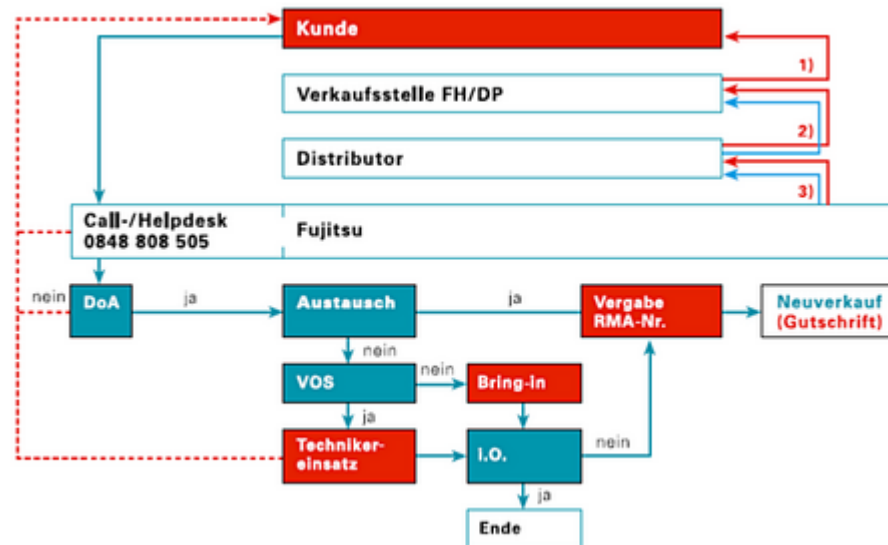
DoA means "Dead on Arrival" and it is a device which cannot be put into operation the first time or which is defective before the first use. The reason for this can be a hardware fault, a damaged housing or a preload that is not installed.

If you have received such a device, please contact the helpdesk listed below and have the serial number ready.

Fujitsu Technology Solutions AG

Monday to Friday, 8.00 to 22.00
Saturday and Sunday, 10.00 to 20.00

Tel. 0848 808 505
helpdesk.ch@ts.fujitsu.com



GIGABYTE™ Gigabyte	Warranty	Faults upon receipt (DOA), timing of warranty validity and non-validity
	24 months Bring-In	ALSO Schweiz AG Service Center Meierhofstrasse 3 CH-6032 Emmen The following information must be enclosed as mandatory with the return: • A copy of the invoice from ALSO • Item no. • Serial no. • Description of the error Defective devices will be repaired in the first instance. If not possible, a credit note will be issued by the manufacturer according to the following hierarchy: 0-6 months 100% 7-12 months 80% 13-24 months 60% DOA Criteria: 1. With full accessories 2. Without CID (costumer induce damage) 3. Within 14days since buying, also have proof of purchase (not acceptable if it exceeds 14 days) 4. If product tested as NTF (no trouble found), the product will be returned. Support Website: https://www.gigabyte.com/Support



HGST

Enterprise Drives
Mobile Drives
External Drives

Warranty

5 years warranty

Faults upon receipt (DOA), timing of warranty validity and non-validity

ALSO Schweiz AG
Service Center
Meierhofstrasse 3
CH-6032 Emmen

Procedure for warranty devices

Step 1:

Open a RMA incident via ALSO Webshop or rma-ch@also.com

Step 2:

Return the defective device to ALSO Service Center.

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error

Service: Credit Note or Replacement (if unit is available at stock)

Contact

Support Hotline HGST: +41 22 567 5155

Details of Warranty terms:

<http://www.hgst.com/de/support/hard-drive-support/warranty-returns> (German)

<http://www.hgst.com/fr/support/hard-drive-support/warranty-returns> (French)

<http://www.hgst.com/support/hard-drive-support/warranty-returns> (English)



HP	Warranty	Faults upon receipt (DOA)	Timing of warranty validity and non-validity
DesignJet DesignJet T120 / T520 / T790 T795 Z Series DesignJet T730 / T930 / T830 T1300 / T1530 / T2530 MFP Designjet SD Pro Scanner	1 year on site warranty 2 years on site warranty	Hewlett Packard Central Customer Services Tel. 043 547 97 85 Return Merchandise Authorization (RMA) required	Hewlett Packard Central Customer Services Tel. 043 547 97 85
DeskJet/OfficeJet all DeskJet's all OfficeJet's excl. OfficeJet Pro X Series	2 years Return to HP	Within 30 days: ALSO Schweiz AG Service-Center Meierhofstrasse 3 CH-6032 Emmen Complete purchase documentation and description of fault supplied in original packing.	Hewlett Packard Central Customer Services Tel. 043 547 97 85
LaserJet Printer LaserJet P1102 LaserJet Pro M201 / M402 LaserJet P2035 / M501 / M506 LaserJet Enterprise M60x Serie LaserJet Color Pro M252 /M452	2 years Return to HP	Within 30 days: ALSO Schweiz AG Service-Center Meierhofstrasse 3 CH-6032 Emmen Complete purchase documentation and description of fault supplied in original packing.	Hewlett Packard Central Customer Services Tel. 043 547 97 85
LaserJet Printer LaserJet Enterprise M712 / M651 / M806 LaserJet Color Enterprise M55x / CP4025 / CP5225 LaserJet Color Enterprise M750 / M855	2 years on site warranty	Hewlett Packard Central Customer Services Tel. 043 547 97 85 Return Merchandise Authorization (RMA) required	Hewlett Packard Central Customer Services Tel. 043 547 97 85
Printserver JetDirect 620n, 640n, 695n, EW2500, EW2700, EW2800 JetDirect 300x	2 years Return to HP 3 years Return to HP	Within 30 days: ALSO Schweiz AG Service-Center Meierhofstrasse 3 CH-6032 Emmen Complete purchase documentation and description of fault supplied in original packing.	Hewlett Packard Central Customer Services Tel. 043 547 97 85



HP	Warranty	Faults upon receipt (DOA)	Timing of warranty validity and non-validity
Multifunction Devices all OfficeJet all OfficeJet Pro all Photosmart eAIO all Envy all DeskJet LaserJet Pro M125 / M127 / M225 / M426 / M521 LaserJet Color Pro M176 / M177 / M277	2 years Return to HP	Within 30 days: ALSO Schweiz AG Service-Center Meierhofstrasse 3 CH-6032 Emmen Complete purchase documentation and description of fault supplied in original packing.	Hewlett Packard Central Customer Services Tel. 043 547 97 85
Multifunction Devices OfficeJet Pro X Series OfficeJet Pro Enterprise Series LaserJet Enterprise M527 / M630 / M725 / M830 LaserJet Color Pro M377 / M477 / M570 LaserJet Color Enterprise M577 / M680 / M775 / M880	2 years on site	Hewlett Packard Central Customer Services Tel. 043 547 97 85 Return Merchandise Authorization (RMA) required	Hewlett Packard Central Customer Services Tel. 043 547 97 85
Pagewide Devices All HP PageWide / PageWide Pro		Hewlett Packard Central Customer Services Tel. 043 547 97 85 Return Merchandise Authorization (RMA) required	Hewlett Packard Central Customer Services Tel. 043 547 97 85
Accessories	Warranty	Defective on receipt within guarantee period	
Toner Ink Cartridges Paper Storage media Miscellaneous Accessories Fuser RDX Docking Stations Maintenance Kit	Lifetime date «warranty end» on the product no warranty Limited Lifetime 1 year 90 days 1 year 90 days	Criteria for return: - Goods must have been bought at ALSO Schweiz AG - Valid Warranty Date of Ink Cartridges - Copy of delivery note or invoice - Description of fault ALSO Schweiz AG Service-Center Meierhofstrasse 3 CH-6032 Emmen	



HP	Warranty	Faults upon receipt (DOA)	Timing of warranty validity
Scanner		Within 30 days:	Hewlett Packard Central Customer Services Tel. 043 547 97 85
all ScanJets	2 year Return to HP	ALSO Schweiz AG Service-Center Meierhofstrasse 3 CH-6032 Emmen Complete purchase documentation and description of fault supplied in original packing.	
Spare parts sales		HP-Products Tel. 0848 84 74 64 Swissparts Fax 0848 84 74 65	



HP PSG Commercial		Faults upon receipt (DOA and DMG)	Timing of warranty validity
Business PCs Workstation Business TFT Monitors Business Notebooks (s/b/m-Serie) ProBook + Slate Elitebook (p/w-Serie) PDA / iPAQ	1 year or 3 years on site 3 years on site 3 years on site 1 year pick up & return 3 years pick up & return 1 year pick up & return	Complete purchase documentation and description of fault supplied in original packing. Authorizationform for business units is required. DOA (defect is not externally visible): For DOA within 30 days Ask HP (043 547 97 85) for a DOA autorisathion and send it to rma-@also.com. After you will receive documents from our site to return the DOA product. After returning the product we are going to send you a credit note. DMG (Damage Claim) = Packaging undamaged, but article has a physical, externally visible damage. For DOA within 10 days Send Mail to rma-ch@also.com with following documents: • Serial number • invoice number • picture of defect • piuctore of the undamaged packing • end customer invoice (if available) After claim approve through HP, you will receive documents from our site to return the DMG product. After returning the product we are going to send you a credit note.	Warranty and Repair Capability Hewlett Packard Service-Center Tel. 043 547 97 85 Warranty Online-Check Tool: https://support.hp.com/de-de/check-warranty Warranty extension at expiration only possible with Post Warranty for 1 year • Earliest: 60 days before expiration • Latest: 30 days after expiration

HP PSG Consumer Spectre, Chromebook, Slate, Compaq, Pavilion, ENVY	2 year Product Base Warranty	Hewlett Packard Central Customer Services Tel. 043 547 97 85	Warranty Online-Check Tool https://support.hp.com/de-de/check-warranty
		Complete purchase documentation and description of fault supplied in original packing.	

Calculators	Tel. 043 547 97 85 www.hp.com/calculators
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Hewlett Packard Enterprise

Warranty

Faults upon receipt (DOA), timing of warranty validity and non-validity

Server	1 year on site NBD	HP Services Tel. 0848 80 20 20 Or find a service partner in your area
DL140, DL145 ML110, ML150		
ML310e, ML330, ML350e, DL320e, DL360e, DL380e	1 year on site NBD 2. & 3. years parts exchange	
DL120, DL 160, DL165, DL180	3 years parts exchange	
Blade c-Class DL320, DL360(p), DL380(p), DL580, DL365, DL385(p), DL560, DL585, ML350(p), ML370	3 years on site NBD	
Micro Server	1 year parts exchange	
Option	1 year	HP Services Tel. 0848 80 20 20 Or find a service partner in your area
Rack & Power		HP Services Tel. 0848 80 20 20
Rack 10000 G2	3 years limited parts only (3/0/0)	

UPS	3 years parts exchange 1 years labor 1 years on site NBD
TFT7600 G2	3 years parts exchange
Server console Switches	3 years limited warranty

More detailed information are available under the following link: <http://h18004.www1.hp.com/products/servers/platforms/warranty/index.html?jumpid=products/warranty>

Hewlett Packard Enterprise

Warranty

Faults upon receipt (DOA), timing of warranty validity and non-validity

Storage

HP Services
Tel. 0848 80 20 20

RDX Drives
Autoloader
MSL2024, 4048, 8048, 8096
P4000

1 year parts exchange

MSL8048
MLS8096
D2D
B6000

1 year labor
1 year parts exchange
1 year on site NBD

D2000
LTO Drive
DAT Drive
P2000

3 years
3 years
3 years parts exchange
3 years parts exchange

P6000
3PAR

3 years on site NBD

Storeeasy 1000
StoreEasy 3830 Gateway
StoreEasy 5000

3 years parts exchange
3 years labor
3 years on site NBD

StoreVirtual

3 years

StoreOnce

1 year parts exchange
1 year labor
1 year on site

More detailed information are available under the following link: <http://h18006.www1.hp.com/products/storageworks/warranty.html>

Network

www.hp.com/networking/warranty

HPN Switches

Hewlett Packard Enterprise

Warranty & Repair (HP/COMPAQ)

Defect on Arrival (DoA):

A DoA case is present, if new equipment can not be put into operation or when it is defective before the first use, be it due to a hardware error, a substantial case damage or because the Preload is not installable.

1. The end customer contacts HPCS support centers, Telephone number 0848 80 20 20

HPCS controls the product number, series number and tries to solve the problem over the telephone support. In case this succeeds, the call can be regarded as finished; otherwise, the following steps must be taken:

- ▶ Service proposal is offered to the customer in accordance with product claim (on-site repair or product exchange). If the end customer agrees with the proposal of the HPCS, the dealer (HP sales/service partner)
- ▶ If the customer insists on a new product and the product has on-site exchange warranty or if it is a notebook (without Pavilion), then HP support center sends to the customer a written authorization-number for the return after the carried out checking of the purchase/delivery confirmation (within 30 days). The customer can contact now his/her dealer and return the product together with the HP form for authorization within ten working days.
- ▶ The authorization is mandatory for products with on-site and exchange warranty including notebooks (without Pavilion). It is not mandatory for other products.

2. The end customer contacts the authorized service partners (ASP).

The ASP tries to solve the problem on the telephone; if this is not successful, service-proposal is made in accordance with product claim (on-site repair or product exchange). If the end customer agrees with the proposal, the case can be closed.

If the repair is not successful or the customer insists on an exchange (new) product, then the ASP controls the purchase/ delivery confirmation (within 30 days) and confirms the defect of the product before handing out exchange equipment. If the product has on-site or exchange warranty or if it is a notebook, ASP contacts the HP support center on telephone number 0848 80 20 20 for return authorization. Together with the form for authorization the ASP will send back the product to the HP-Distributor. The return process for other products remains unchanged.

3. The end customer contacts the dealer he/she bought the product from.

The dealer should refer the customer for the solution of the defect to the HP support center (see contact proposal 1, which is preferred). If the customer does not agree with the proposal and if he/she insists on an exchange (new) product, the dealer controls the purchase/delivery confirmation (within 30 days) and confirms the defect of the product before he/she hands out an exchange (new) product to the customer. If the product has on-site/ exchange warranty or if it is a notebook (without Pavilion), the dealer must contact the HP support center for a return authorization. Support center telephone number is 0848 80 20 20. Only with a valid HPCS form for authorization the dealer can send the product back to a HP-Distributor, from where it is sent back to HP. The return process for other products remains unchanged.

Innovaphone

	Warranty	Faults upon receipt (DOA), timing of warranty validity and non-validity
All products	12 months Bring-in DoA	innovaphone Resellers who have a customer number can open RMA cases directly at Innovaphone: https://www.innovaphone.com/de/services/partner-login.html The standard warranty period for all innovaphone devices is 12 months with purchase of the device. With the warranty extension of innovaphone, however, this can be extended by a further 4 years to a maximum of 5 years. In order to do this, you will obtain a warranty extension for the desired device, then you will receive an activation key, which must be linked to the serial number of the device via the my.innovaphone portal. If a warranty extension is already made on a device, no further extension can be carried out. This means that the desired number of warranty renewal years must be ordered once and must be recorded simultaneously. There are two types of warranty extension: ► Warranty extension on purchase: Available only in connection with the purchase of the device. Caution: The warranty extension must be connected to the device number immediately after purchase of the device (maximum 6 weeks after delivery) via the portal my.innovaphone! The warranty extension on purchase is the most favorable option for warranty extensions ► Warranty extension after purchase: within the guarantee period: Available only within the standard warranty period of the device, ie within 12 months after purchase of the device. Caution: The warranty extension must be linked to the device number within this guarantee period (via the my.innovaphone portal)



Intel

SSD Solid-State-Drive

NUC Mini PC
Ethernet Adapter

Warranty

3-5 years Bring-in

3 years Bring-In

Faults upon receipt (DOA), timing of warranty validity and non-validity

Channel Partner which purchased Intel products via distributors use the Intel Reseller Zone to get RMA assistance:

<http://www.intel.eu/content/www/eu/en/support/warranty-center.html> (Englisch)

The following information must be on hand to register a return or place a support ticket:

- Model no.
- Serial no.

Support Hotline Intel: Tel. ++49 69 9509 6099



i-tec

All products

Warranty

2 years Bring-In

Faults upon receipt (DOA), timing of warranty validity and non-validity

If the unit is within the warranty period, you can return the unit directly to our Service Center:

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error

iTernity

All products

Warranty

Defective upon receipt or within warranty period

iTernity GmbH
Bötzingen Straße 60
79111 Freiburg i. Br.
Germany
www.iTernity.com

Allgemeine Anfragen und Vertriebsthemen:
Telefon +49 761 451 47 40
sales@iternity.com

Supporthotline:
Telefon +49 761 387 36 66
Fax +49 761 4514 759
support@iternity.com

Jabra

All products

Warranty

2 years bring-in

Defective upon receipt or within warranty period

Returns to:
RMA is handled directly via Jabra.

Your online self-service portal for warranty replacements and returns
<https://servicenet.jabra.com/>

Kensington

All products

Warranty

2 years bring-In

Faults upon receipt (DOA), timing of warranty validity and non-validity

If the unit is within the warranty period, you can return the unit directly to our Service Center:

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Description of the error

Kingston

All products

Warranty

Lifetime

Defective on receipt within guarantee period

ALSO Schweiz AG
Service Center
Meierhofstrasse 3
CH-6032 Emmen

Procedure for warranty devices

Step 1:

Open a RMA incident via ALSO Webshop or rma-ch@also.com

Step 2:

Return the defective device to ALSO Service Center.

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error

Service: Credit Note or Replacement (if unit is available at stock)



Konica Minolta	Warranty	Defective on receipt within guarantee period
Accessories		ALSO Schweiz AG Service-Center Meierhofstrasse 3 CH-6032 Emmen
Toner	1 year	
Paper/Slides	keine Garantie	
Miscellaneous Accessories	1 year	

Kyocera

All products

Warranty

2 years

Defective on receipt within guarantee period

Fault service/support: +41 (0)44 908 49 80

Opening hours: Mon – Thurs: 8am – 12 noon / 1pm – 5.15pm

Friday: 8am – 12 noon / 1pm – 5pm

DOA Definition:

DOA (Dead On Arrival) means that the printer directly after first turning delivery and defective. «Defect» means here in the classical sense inoperative, irregularities in the print image pollution, ease jams, etc. are not one of them. Products that are already signs of wear, or which side counter to a utility indicates supplied from the DOA system.

DOA deadlines:

5 working days max. From the delivery date slip trade / resellers in the retail or

30 days max. From the delivery date slip Kyocera Mita to the dealer

10 pages printed on the side counters will be accepted The Kyocera Mita trade has DOA by the regime to take a quick replacement of the corresponding product request. It can only products with a technical defect as a DOA case pending. For transport damage or covert transport damages apply only the provisions between the consignor and the consignee of the goods.

Procedure:

The KYOCERA MITA trade partner selects the field DOA in the selection of entitlement.

Upon receipt of the claim, the RMA number and awarded KYOCERA MITA supplies replacement (nov) for the defective product to the desired address from the dealer. Upon receipt of the new unit have the defective device and within the box on the KYOCERA MITA statement noted deadline value returned.

The deadline for the return is 10 days after the delivery date. If after evaluation of the defective product through our Service Center of DOA confirmed case and all necessary supporting documents attached, so the process

<http://rma.kyoceradocumentsolutions.ch/>

Accessories

Kyocera

2 years

ALSO Schweiz AG

Service-Center

Meierhofstrasse 3

CH-6032 Emmen

Purchase documentation and description of fault.

<http://rma.kyoceradocumentsolutions.ch/>



LaCie

Warranty

Faults upon receipt (DOA), timing of warranty validity and non-validity

Cloudbox
Culbuto
Petit Key
Porsche Design Drives
Rugged Mini / Triple / Key

2 years Bring-in

ALSO Schweiz AG
Service Center
Meierhofstrasse 3
CH-6032 Emmen

xbig Quadra / Thunderbolt
d2 Drives
Rugged RAID / Thunderbolt
Xtreme Key

3 years Bring-In

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error

Support Hotline LaCie/Seagate:

Tel. 0800 001 786

Email: reseller.support.ch@lacie.com

Lancom

All products

Warranty

2 years Bring-in

Defective on receipt within guarantee period

Repair under warranty:

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
6032 Emmen

The following information must be enclosed as mandatory with the return:

- A copy of the invoice to the end-user
- Item no.
- Serial no.
- Description of the error

Repair out of warranty:

- repair of defective devices (malfunction, water damage, force majeure)
- diagnosis of damage resulting from overvoltage for insurance claims
- hardware updates to newest modification level
- optical and mechanical overhaul of damaged or unsightly parts of the device's chassis
- BFWA (Broadband Fixed Wireless Access) upgrades of outdated access point.

Online Request Form: <http://lancomkv.aixtema.de/>

Support:

Hotline Number: +49 2405 64597-77

Online Support: <https://www.lancom-systems.de/service-support/support-warranty/support-form/>



Lenovo

Garantie

Faults upon receipt (DOA), timing of warranty validity and non-validity

Warranty-Look-up nach Seriennummer:

<https://support.lenovo.com/ch/de/warrantylookup#/>

Kompatibilitäten: <https://smartfind.lenovo.com/#/>

Datenblätter nach Partnummer:

<https://psref.lenovo.com>

Commercial Produkte

Notebooks (ThinkPad) 1 o. 3 Jahre bring in oder Vor Ort

Tablet 1 o. 3 Jahre bring in oder Vor Ort

PC (ThinkCentre) 1 o. 3 Jahre bring in oder Vor Ort

Workstation (ThinkStation) 1 o. 3 Jahre bring in oder Vor Ort

Server

x3250 M5, x3300 M4, x3500 M5
x3550 M5, x3650 M5
x3690 X5, x3750 M4
x3850 X6, X3950 X5
x3100 M5

3 years NBD parts delivered

Blade Server

HS23, HS23E, HX5

3 years NBD parts delivered

All Lenovo ThinkServer

3 years NBD parts delivered

Monitors

3 years rapid replacement

Options

1 year Costumer replaceable Unit

LENOVO Garantiefälle Hardware

Telefonisch melden via 044 798 22 22

Think-Series (Commercial) und Idea-Series (Consumer)

LENOVO DOA Fälle

Technical DOA (Gerät startet nicht)

1. Melden Sie den DOA innert 6 Tagen unter +41 44 798 22 22
2. Sie erhalten das DOA Protokoll per Mail
3. Senden Sie das Gerät inkl. Protokoll an ALSO
4. Adresse: ALSO Schweiz AG, Servicecenter, Meierhofstrasse 3, 6032 Emmen
5. Der Kunde erhält eine Gutschrift
6. Der Prozess dauert in der Regel 1-2 Wochen

Mechanical DOA (Gerät ist optisch beschädigt)

1. Melden Sie den DOA innert 30 Tagen direkt bei ALSO
2. E-Mail mit Modell, Serial Number, Foto des Gerätelabel und Produktfoto (Schaden ersichtlich) an servicecenter-ch@also.com
3. Der Kunde erhält eine Gutschrift
4. Der Prozess dauert in der Regel 1-2 Wochen

Garantiefälle Bereich Server/Storage:

Direkt bei Lenovo anmelden via +41 44 524 64 65 oder via Ticket [Lenovo Warranty Check/Lookup | Check Warranty Status | Lenovo Support CH](#)

ALSO nimmt **keine** defekte Ware (u.a. DOA etc.) zurück. Der Prozess muss über Lenovo durchgeführt werden

LENOVO Ersatzteile

it parts ag
Täfernstrasse 37
5405 Baden-Dättwil
Hotline: +41 56 484 50 50
Fax: +41 56 484 50 51
E-Mail: info@it-parts.ch

oder

Hotline: +44 1925 260 150
E-Mail: owlenovosales@flex.com

Bags	Lifetime limited	Targus Schweiz, Tel. 044 212 00 07, targus@targus.com
Consumer Products Lenovo B,M-Series	1 year carry-in	Lenovo Repair, Warranty and Spare Parts c/o Medion Services Ifangstrasse 6 8952 Schlieren Tel: +41 44 798 22 22
Notebooks (IdeaPad, Lenovo) Tablets PC (IdeaCentre,Lenovo)	2 years carry-in	



Lexip	Warranty	Defective on receipt within guarantee period
All products	2 years Bring-in	ALSO Schweiz AG Service-Center Meierhofstrasse 3 6032 Emmen <u>Procedure for warranty devices</u> Step 1: Open a RMA incident via ALSO Webshop or rma-ch@also.com Step 2: Return the defective device to ALSO Service Center. The following information must be enclosed as mandatory with the return: • A copy of the invoice to the end-user • Item no. • Description of the error

Lexmark	Warranty	Faults upon receipt (DOA)	Timing of warranty validity and non-validity
Laserprinter	1 year	Within 30 days:	Hotline-Support: Tel. 044 722 10 82 (german) Tel. 021 626 47 47 (french)
Laserprinter		For DOA please contact first the Lexmark-Hotline to get a ticket number.	
Matrixprinter		Purchase documentation and warranty claim reference number from the Lexmark Hotline. To be sent in the original packing incl. accessories	
		ALSO Schweiz AG Service-Center Meierhofstrasse 3 CH-6032 Emmen	
Accessories		Defective on receipt within guarantee period	
Lexmark		ALSO Schweiz AG Service-Center Meierhofstrasse 3 CH-6032 Emmen	
Toner	Lifetime Limited Warranty*		
Ink Cartridges	Lifetime Limited Warranty*		
Papier/Slides	no warranty		
Miscellaneous Accessories	Lifetime Limited Warranty*		
Toner Linea	Lifetime Limited Warranty*		
Drum**	Lifetime Limited Warranty*	Support Ink German : 044 800 93 94	
Developer**	Lifetime Limited Warranty*	Support Ink F. : 044 800 93 93	
Fuser**	Lifetime Limited Warranty*	Support Laser D : 044 722 10 82	
Tansferrolle**	Lifetime Limited Warranty*	Support Laser F: 021 626 47 47	
Fuser Kit**	Lifetime Limited Warranty*		
Maintenance Kit**	Lifetime Limited Warranty*		

*Die lebenslange beschränkte Garantie gilt nicht für Laserdruckpatronen, die wiederaufgefüllt oder infolge der normalen Nutzung leer sind. Die lebenslange beschränkte Garantie gilt, bis der gesamte verwendbare Lexmark Toner in der Laserdruckpatrone verbraucht ist.

**Die lebenslange beschränkte Garantie für Fotoleitereinheiten/-kits, Belichtungseinheiten/-kits, Entwicklereinheiten/-kits und/oder Resttonerbehälter/-Container ist gültig, bis die Meldung angezeigt wird, dass die Verbrauchskomponente ausgetauscht werden muss. Die Nutzung von Verbrauchsmaterialien von Drittanbietern, die Schäden an Fotoleitereinheiten/-kits, Belichtungseinheiten/-kits, Entwicklereinheiten/-kits und/oder Resttonerbehälter/-Container hervorruft, ist durch die lebenslange beschränkte Garantie für Verbrauchsmaterialien von Lexmark nicht abgedeckt.

LG	Warranty	Timing of warranty validity and non-validity	
Public Signage Displays	3 years	Autorisierter Service Partner Schweiz ESAG AG Moosacherstrasse 6, 8820 Wädenswil +41 44 782 28 28 info@esag.ch	LG Support B2B +49 (0)1806-807020 b2b.service@lge.de
Hotel TV	3 years		
Monitors B2B	3 years		
Zero Client Monitors	3 years		

Lindy

All products

Warranty

2 year bring-In

Faults upon receipt (DOA), timing of warranty validity and non-validity

Please contact the **LINDY Technical Support Hotline** to get assistance, and make sure your product is defective:

German: +49 621 47005-200

Italian: +39 031 484019

French: +33 0825 825111

If the unit is defective within the warranty period, you can return the unit directly to our Service Center:

ALSO Schweiz AG

Service-Center

Meierhofstrasse 3

CH-6032 Emmen

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Description of the error
- S/N if available



logitech

For more detailed information, please refer to the product information.

Warranty

2 – 3 year bring-in

Faults upon receipt (DOA), timing of warranty validity and non-validity

If the unit is within the warranty period, you can return the unit directly to our Service Center:

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Description of the error



MASTER & DYNAMIC

Master & Dynamic

All products

Warranty

2 year bring-In

Faults upon receipt (DOA) (DOA)

Within 7 days
(the date of the sales slip is valid)

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

Procedure for warranty devices:

By the registration of the DOA the dealer confirms that the product is tested and judged to be defective.

Send the manufacturer part number of the affected unit to consumerelectronics-ch@also.com for verification. If the unit is within the warranty period, we will accept the request and you can return the unit directly to our Service Center.

The following information must be enclosed as mandatory with the return:

- To be sent in the original packing incl. accessories
- A copy of the invoice from ALSO
- Item no.
- Description of the error

Faults timing of warranty validity and non-validity

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

Procedure for warranty devices:

Send the manufacturer part number of the affected unit to consumerelectronics-ch@also.com for verification. If the unit is within the warranty period, we will accept the request and you can return the unit directly to our Service Center.

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Description of the error



MEDION	Warranty	Faults upon receipt (DOA)	Faults timing of warranty validity and non-validity
PC / AiO PCs Notebooks, Accessories, All other	2 years PickUp & Return 2 years bring-in warranty	Within 8 days (the date of the sales slip is valid) MEDION Service Hotline: 0848 33 33 32 MEDION Service Ifangstrasse 6 CH-8952 Schlieren The following information must be enclosed as mandatory with the return: • A copy of the invoice from ALSO • Item no. • Serial no. • Description of the error	Direct Service Warranty Information: MEDION Service Hotline: 0848 33 33 32 MEDION Service Ifangstrasse 6 CH-8952 Schlieren The following information must be enclosed as mandatory with the return: • A copy of the invoice from ALSO • Item no. • Serial no. • Description of the error

Microsoft Partner

Gold Distributor

Microsoft	Warranty	Defective on receipt within guarantee period	when the guarantee has expired
Software	Limited 1 year	ALSO Schweiz AG Service-Center Meierhofstrasse 3 CH-6032 Emmen Licence copy or Purchase documentation	Microsoft Direct Services Postfach 8021 Zürich Tel. 0848 830 835 Fax 0848 830 836 swiss@msdirectservices.com
Hardware (Keyboard and Mouse) Surface accessories	2 years	ALSO Schweiz AG Service-Center Meierhofstrasse 3 CH-6032 Emmen	Via Customer Online Service in the ALSO Shop
Surface	2 years / Standard guarantee	DOA within 30 days from order Email to RMA-ch@also.com Required: - serial number - order number - damage RMA is issued by ALSO Switzerland AG	After 30 days, direct support by Microsoft Online Check warranty status: https://mybusinessservice.surface.com/de-CH Online support: https://docs.microsoft.com/de-de/surface/contact-surface-support?tabs=online Contact Microsoft Support: 0848 858 868 (German, French) 0848 801 255 (Italian) Register a Warranty Case Online: https://support.serviceshub.microsoft.com/supportforbusiness/onboarding?origin=/supportforbusiness/create
Surface Hub	2 years / Standard guarantee		Online Support: https://www.microsoft.com/surface/de-ch/support/surface-hub Contact Microsoft Support: 0848 858 868 (German, French) 0848 801 255 (Italian) Register a Warranty Case Online: https://support.serviceshub.microsoft.com/supportforbusiness/onboarding?origin=/supportforbusiness/create

 MSI	Warranty	Faults upon receipt (DOA), timing of warranty validity and non-validity
Graphic Cards (VGA) Mainboards	24 months Bring-In	ALSO Schweiz AG Service Center Meierhofstrasse 3 CH-6032 Emmen The following information must be enclosed as mandatory with the return: • A copy of the invoice from ALSO • Item no. • Serial no. • Description of the error Support Website: https://ch.msi.com/support/



NetApp
Go further, faster

Hardware warranty and Support Edge upgrade options:			
Feature	Support included in the warranty for hardware products	SupportEdge Standard	SupportEdge Premium
Storage System Installation	Available at an extra charge	Available at an extra charge	Included [*]
Technical remote support round the clock	Included	Covered by hardware warranty	Covered by hardware warranty
Initial response times for technical remote support round the clock	Nicht verfügbar	Priority 1: 2 hours Priority 2: 4 hours Priority 3: 16 hours Priority 4: 36 hours	Priority 1: 30 minutes Priority 2: 2 hours Priority 3: 8 hours Priority 4: 24 hours
Spare parts	Included	Covered by hardware warranty	Covered by hardware warranty
Response times and installation of spare parts	The customer installs all spare parts on the next working day.	The following options are available:[**] • round the clock, 4 hours (NetApp installs all spare parts) • round the clock, 4 hours (customer installs all spare parts) • next working day (NetApp installs all spare parts)	NetApp installs all spare parts. The following options are available:[**] • round the clock, 2 hours • round the clock, 4 hours • next working day
On-site support	Not available	Not available	Included
NetApp Unified Support (extended support for third-party products)	Not available	Not available	Included
Installation of software updates for troubleshooting	Not available	Not available	Included
Software Support Plan	Available at an extra charge	Included	Included
Round the clock access to NetApp support website	Included	Covered by hardware warranty	Covered by hardware warranty
AutoSupport My AutoSupport NetApp Remote Support Diagnostics Tool	Included	Covered by hardware warranty	Covered by hardware warranty

NetApp Switzerland GmbH
Hammerweg 1
8304 Wallisellen/ZH
Tel. 044 744 70 10
Fax. 044 744 70 11
<http://www.netapp.com>

Technical Support Centre (TSC) Switzerland
Tel. 0800 44 63 82 77
<http://now.netapp.com>

Professional Services Requirements
Tel. 044 744 70 10
Email: xdl-ch-psadmin@netapp.com

System Availability Audits and Best Practice
Phone: 044 744 70 10
Email: xdl-ch-sam@netapp.com

[*] If the customer purchases SupportEdge Premium from an authorised NetApp reseller, the reseller may install the storage system as part of his own installation service. In this case, this service will not be included in the SupportEdge Premium price.

[**] The actual response times depend on the location where the NetApp system is installed

Feature	Software Support Plan
Technical remote support round the clock	Included for software
Round the clock access to NetApp support website	Included
Software Updates	Included

NETGEAR

Netgear

Ethernet Switches, Ready-NAS,
Router, Access Points,
Arlo Camera Systems,

Warranty

one to limited lifetime Warranty

Faults upon receipt (DOA), timing of warranty validity and non-validity

ALSO Schweiz AG
Service Center
Meierhofstrasse 3
CH-6032 Emmen

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error

Hotline Support:
0848 000 195

<http://www.netgear.de/support/>

Nubia

All products

Warranty

2 year Bring-In

Faults upon receipt (DOA), timing of warranty validity and non-validity

If the unit is DOA (14 days upon receipt), you can return the unit directly to our Service Center:

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error

If the unit is out of DOA but within the warranty period, you can create a ticket:

<http://services.vspdata.cz/de/nubia/case-new/>



OKI	Warranty	Defective on receipt within guarantee period	Repairs when the guarantee has expired
Laserprinter	1 Year On site 3 Years On site by registration within 30 days	Hotline-Support: Tel: 061 / 827 94 81 (german) Tel: 061/ 827 94 82 (french) Tel: 061 / 827 94 73 (italien) A call must first of all be made to the OKI-Hotline in every case for any warranty claims to be met and processed.	In the event of problems with OKI appliances, which may develop a problem outside of the warranty period, please call the Service Hotline 056 / 648 81 90 Polysys AG Weieracherstrasse 12 8184 Bachenbülach Tel. 044 863 93 00

Defective on receipt within guarantee period

OKI Hotline phone numbers:
061 827 94 81 (German, English)
061 827 94 82 (French)

Polysys SA
Weieracherstrasse 12
8184 Bachenbülach

Tel. 044 863 93 00

In order to warrant smooth operation service of the warranty exchange or partial substitutes of OKI consumables the following important points are to be kept:

- ▶ The end customer/dealer states that the consumables have faults or defects.
- ▶ These faults are to be reported directly on the OKI hotline (via telephone or Web-form). There the end customer/dealer receives a ticket number, which is a must for the return.
- ▶ The OKI Service & Repair Center can not deal with the sent consumables without this ticket number as a case of warranty or partial substitutes. Additionally the following documents of the supply should be attached:
 - (a) Ticket number
 - (b) Exact address of the customer (including telephone number and if necessary e-mail address)
 - (c) Menu and test printout of the equipment (if possible)
 - (d) Short description of fault
 - (e) Copy of the invoice or delivery note of the defective consumables
- ▶ The faulty consumables should be packed in the original packaging if possible and if already opened – in the enclosed plastic bag (black), as well as with the securing shipment (orange) (contamination risk). Consumables, which are polluted by the running out toner at transportation, cannot be exchanged.
- ▶ The OKI Service & Repair Center examines the commodity on the basis of the provided documents and then answers to the end customer/dealer about the further process of the exchange order (warranty exchange or first cost contribution)

Important additional information:

- ▶ OKI recommends to end-customers and specialist dealers to announce about the faulty consumables directly to the OKI hotline, in order to exculpate distributors of the consumables.
- ▶ OKI excludes claims, if the malfunction is caused not by material or manufacturing faults, but by other reasons, for example:
 - (a) inappropriate use, operation or care as well as transport damages or mechanical effects;
 - (b) neglect of the references in the user manual or in the service training manual;
 - (c) damage or the disregard of assured characteristics (quality, life span etc.), which develops as a result of use of unsuitable consumables/printing material;
 - (d) fire, thunderbolt, liquids etc.
- ▶ The exchange of consumables falls under the free guarantee only if no wear is present and the origin of the fault is caused by these consumables.

Panasonic

Telephony

Warranty

1 year

Faults upon receipt (DOA), timing of warranty validity and non-validity

Please contact the Panasonic PBX Repair Hotline:

professional.support@eu.panasonic.com

Tel: 0800 00 24 21



Panzer

All products

Warranty

2 years Bring-In

Faults upon receipt (DOA), timing of warranty validity

If the unit is within the warranty period, you can return the unit directly to our Service Center:

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error

Peerless-AV	Warranty	Faults upon receipt (DOA), timing of warranty validity
Mounts	5 years Bring-In	<u>Warranty</u> For queries relating to warranty or product returns please contact our Product Support Department on +44 (0)1923 205630 or support@peerless-av.eu.com
Xtreme Displays	2 years Bring-in	
PeerAir	1 year Bring-in	<u>Returns</u> Any custom made products or special order may not be returned
Kiosk Enclosures	5 years on metal components*	<u>Transit Damage</u> For goods which have been damaged in transit, please send any supporting documentation and photographic evidence to support@peerless-av.eu.com .
Cables	25 years bring in	
Cleaning Products	1 year bring in	<u>Technical Assistance</u> Please visit our website www.peerless-av.com to use our Mount-finder, download brochures or to use our Installer Support option. Alternatively please contact our Product Support Department on +44 (0) 1923 205630 or support@peerless-av.eu.com
*Electronic Products and Components/fans	1 year bring in	

Philips	Warranty	Faults upon receipt (DOA), timing of warranty validity and non-validity
IT-Monitors		DOA (Dead On Arrival) In case of damage of a new product (within 7 days) it will be claimed as a DOA. The customer receives a new device.
Modell S, B und P	3 years On Site exchange	
Modell V, E, C, T, G, X	2 years On Site pickup and return	Contact within and beyond guarantee: Philips Hotline: 022 310 21 16
Public Signage Displays	3 years On Site exchange	

PocketBook

Pocket Book	Warranty	Faults upon receipt (DOA), timing of warranty validity and non-validity
Electronic books	2 years Bring-In	ALSO Schweiz AG Service-Center Meierhofstrasse 3 CH-6032 Emmen Procedure for warranty devices: Send the manufacturer part number of the affected unit to consumerelectronics-ch@also.com for verification. If the unit is within the warranty period, we will accept the request and you can return the unit directly to our Service Center. The following information must be enclosed as mandatory with the return: • A copy of the invoice from ALSO • Item no. • Serial no. • Description of the error
Tablets	2 years Bring-In	
Batterys	6 months Bring-In	
Hi-Tech accessories	6 months Bring-In	
Simple accessories (cover, cases)	no warranty	
 Petcube	2 years Bring-In	



POLY

DOA (Dead on Arrival)

In case of damage of a new product (within 7 days) it will be claimed as a DOA. The customer receives a new device.

Go to <https://support.poly.com/support/s/create-an-rma> and create RMA with product replacement.

Headsets:

Warranty B2B: **24 months**

Create a support case through <https://support.poly.com/support/s/view-cases> and follow after the instruction from Poly Service.

Audio- and Videoconferencing Devices:

Warranty B2B: **12 months**

Create a support case through <https://support.poly.com/support/s/view-cases> and follow after the instruction from Poly Service.

The customer must be aware that he will receive a repaired or refurbished item!

Estimated Time of replacement: 3 weeks

It is essential that additional components built into the appliances (modules, memory upgrade, etc.) are of necessity removed, before the faulty appliance is dispatched to us.
The customer must be aware that he will receive a repaired or refurbished item!

Support Numbers:

Audio/Video (Polycom): +49 89 262059 222

Headsets (Plantronics): 0800 9323 400

Web:

<https://support.polycom.com/PolycomService/servicerequest/index.htm>

Faults upon receipt (DOA), timing of warranty validity and non-validity

Quantum Tech Support
Hotline +49-6131-324 185
<https://quantumserviceandsupport.custhelp.com>

Support and knowledge base:
<http://gsupport.quantum.com/kb/>

The following information is mandatory:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error
- Place of installation
 - Site contact person
 - E-mail
 - Phone no.

Product/Service	Warranty Term	Installation Requirement	Support Contract Included with Warranty	Special Warranty Provisions
SuperLoader 3, SuperLoader 3A (-YF Models)	1 Year	Customer Installable		Warranty support includes Rapid Exchange within 2 business days of Quantum's determination that Replacement Unit is required.
SuperLoader 3 (-YE Models)	3 Years	Customer Installable		
NDX Series	3 Years	Customer Installable		
Scalar Key Manager HA Hardware Appliance	3 Years	Customer Installable		Warranty support includes exchange within 2 business days
Quantum Standalone Tape Drives	3 Years	Customer Installable		
GoVault	3 Years	Customer Installable		
Scalar i3	1 Year	Customer Installable		Customer installs CRUs
Scalar i500	1 Year	Scalar i500 5U and 14U Customer Installable		Customer installs CRUs
Scalar i500	1 Year	9U, 23U, 32U, 41U - Quantum or Quantum QSP		Customer installs CRUs
Scalar i6	1 Year	Customer Installable		Customer installs CRUs
Scalar i6000	1 Year	Quantum or Quantum QSP		Customer installs CRUs
Scalar LTFS Appliance	1 Year	Customer Installable	1 Year Bronze	Customer installs CRUs
DXi47xx	1 Year	Customer Installable		Quantum installs CRUs
DXi69XX and DXi6900-S	1 Year	Quantum or Quantum QSP		Customer installs CRUs
DXi V2000 Software	90 Days	Customer Installable		Purchase of one-year Software Silver (5x9 Phone Support) or Gold (7x24 Phone Support) Support Plan required with purchase of product.
DXi V4000 Software	90 Days	Customer Installable		
StorNext, StorNext FX	90 Days	Quantum or Quantum QSP		
Scalar Key Manager License Key Management Software Licenses	90 Days	Customer Installable		Purchase of one-year Software Silver (5x9 Phone Support) or Gold (7x24 Phone Support) Support Plan required with purchase of product.
Scalar Key Manager HA Virtual Machine Pair	90 Days	Customer Installable		
Vision	90 Days	Quantum or Quantum QSP	5x9 Telephone Support	
StorNext Metadata Appliances (M330/M440/M660)	1 Year	Quantum or Quantum QSP	1 Year Bronze	Quantum installs Replacement Parts

Quantum Xcellis Workflow Director	1 Year	Customer Installable	1 Year Bronze	Customer installs CRUs
Xcellis Application Director	1 Year	Customer Installable		Quantum installs CRUs
Pro Solutions	3 Years	Quantum or Quantum QSP	NBD Gold	Quantum installs Replacement Parts
Pro Foundation	1 Year	Quantum or Quantum QSP	NBD Gold	
Artico	3 Years	Quantum or Quantum QSP		Customer installs CRUs
StorNext Q-Series Storage	3 Years	Quantum or Quantum QSP		Customer installs CRUs
StorNext QX1200/QX2400/QXS5600	3 Years	Quantum or Quantum QSP		Customer installs CRUs
QXS-3/QXS-4/QXS-6	3 Years	Customer Installable		Customer installs CRUs
Xcellis Workflow Extender	1 Year	Quantum or Quantum QSP	1 Year Bronze	Customer installs CRUs
StorNext G300 Gateway	1 Year	Quantum or Quantum QSP	1 Year Bronze	Quantum Replacement Parts
StorNext AEL Archive	1 Year	Quantum or Quantum QSP		Purchase of one-year Bronze, NBD Gold, or Gold Support Plan required with purchase of Product
Lattus Object Storage	1 Year	Quantum or Quantum QSP		Customer installs CRUs
Quantum Q-Cloud Protect	N/A	Customer Installs	5x9 Telephone Support include in subscription	
Tape Media	Limited lifetime replacement or repair if defective in material or workmanship at the time of purchase (and not due to normal or negligent use).			



QNAP

Rackmount NAS
Tower NAS
Mobile NAS
Expansion Units
Accessories

Warranty

2 - 5 years
Bring-In

Faults upon receipt (DOA), timing of warranty validity and non-validity

ALSO Schweiz AG
Service Center
Meierhofstrasse 3
CH-6032 Emmen

Procedure for warranty devices

Step 1:

Report failure to chsupport@qnapsecurity.com.tw The Support will check, if the device is under warranty or not. You will be provided with a ticket number.

Step 2:

Return the defective device to Service Center.

Without HDDs! -> via Warranty Process of HDD Vendor

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error
- Ticket Number QNAP Support

Please note: There will be no credit note for the defected device. The device will be repaired or exchanged and returned to the customer.

Support Hotline QNAP: +0900 /18 45 678 (1.49Euro/Min)

Support Contact QNAP: chsupport@qnapsecurity.com.tw

Warranty Terms and Conditions:

http://www.qnap.com/i/de/before_buy/con_show.php?op=showone&cid=6 (German)

https://www.qnap.com/i/fr/before_buy/con_show.php?op=showone&cid=6 (French)

https://www.qnap.com/i/uk/before_buy/con_show.php?op=showone&cid=6 (English)

Ricoh

Accessories

Toner
Ink Cartridges
Miscellaneous Accessories

Printer
Projector

DOA

Printer
Projector

Warranty

1 year starting from the delivery date

Description of faults is obligatory
(In case of any complaints on
quality, e.g. bad coverage, a
test-printout must be attached).
Proof of purchase: Copy of the
invoice or delivery note

2 years starting from the delivery date

Description of faults is obligatory
(In case of any complaints on
quality, e.g. bad coverage, a
test-printout must be attached).
Proof of purchase: Copy of the
invoice or delivery note

Please send DOA-Unit to the following address.
Description of faults is obligatory.

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

The credit note is issued by ALSO

Defective on receipt within guarantee period

Returning Address
ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen



Rital

All products

Warranty

2 year Bring-In

Faults upon receipt (DOA), timing of warranty validity and non-validity

If the unit is within the warranty period, you can return the unit directly to our Service Center:

Rittal AG
After Sales Services & ModCenter
Ringstrasse 1
Neuenhof
Tel. +41 56 416 06 90

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error

Roline

Roline Kabel

Warranty

5 Year Bring-In Warranty

Faults upon receipt (DOA), timing of warranty validity and non-validity

Rotronic AG
Grindelstrasse 6
8303 Bassersdorf

ROOMZ

ROOMZ Display

Warranty

2 years Bring-In warranty

DoA (within 14 days)

Faults upon receipt (DOA), timing of warranty validity and non-validity

Procedure for warranty devices:

Send the manufacturer part number of the affected unit to roomz-ch@also.com for verification. If the unit is within the warranty period, we will accept the request and you can return the unit directly to ALSO Service-Center.

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error

Returning Address:

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

	Warranty	Faults upon receipt (DOA), timing of warranty validity and non-validity
Consumer Electronics		
TV ≤ 59"	2 year Bring-In	Bring-In: Pictronic AG Aarauerstrasse 70 5603 Staufen 062 892 96 00
TV ≥ 60"	2 year Pick-Up	
AV	2 year Bring-In	
Accessories	1 year Bring-In	Pick-Up: Please contact Samsung Customer Contact Center 0848 726 78 64 service_ch@samsung.com

Please keep ready the following information:

- A copy of the invoice
- Item no.
- Serial no.
- Description of the error

Warranty conditions:

<https://www.samsung.com/ch/support/warranty/>

Samsung	Warranty	Faults upon receipt (DOA), timing of warranty validity and non-validity
Mobile		
Smartphone	2 year Bring-In	Samsung B2B customer support: 0800 249 224 serviceb2b_ch@samsung.com
Tablet	2 year Bring-In	Samsung B2C customer support: 0848 726 786 service_ch@samsung.com
Wearables	2 year Bring-In	Please keep ready the following information: • A copy of the invoice • Item no. • Serial no. • Description of the error Samsung Support Infos: https://www.samsung.com/ch/support/service-center/ Warranty conditions: https://www.samsung.com/ch/business/support/warranty/

Display

Monitor B2C **2 year Bring-In**

Monitor B2B **3 year Bring-In**

Smart Signage Displays **3 year Pick-Up**

Smart LED Signage **2 year Bring-In**

Smart LED Signage IF **3 year Bring-In**

Hospitality TV **3 year Pick-Up**

Accessories **1 year Bring-In**

Bring-In:

- Tel.: 0800 249 224 (Montag bis Freitag: 8.00 bis 17.30 Uhr)
 - E-Mail: serviceb2b_ch@samsung.com
 - Smart Repair (Online Reparatur Anmeldung) für Smart LED Signage Module:
<https://www.samsung.com/ch/business/support/repair-service/> ssssss

Pick-Up:

Please contact Samsung Customer Contact Center
 0800 249 22 49
serviceb2b_ch@samsung.com

Please keep ready the following information:

- A copy of the invoice
- Item no.
- Serial no.
- Description of the error

Warranty conditions:

<https://www.samsung.com/ch/business/support/warranty/>

SAMSUNG

Samsung

Warranty

Faults upon receipt (DOA), timing of warranty validity and non-validity

Storage

SD / Micro SD Standard **5 year Bring-In**

SD / Micro SD EVO/PRO **10 year Bring-In**

SSD Portable **3 year Bring-In**

SSD EVO **5 year Bring-In**

SSD DC PRO **5 year Bring-In**

SSD PRO **10 year Bring-In**

Bring-In:

Step 1:

Open a RMA incident via ALSO Shop or rma-ch@also.com

Step 2:

Return the defective device to ALSO Service Center

ALSO Schweiz AG
Retouren Center
Meierhofstrasse 3
6032 Emmen

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error

Printing

Toner **1 year Bring-In**

Ink Cartridges **1 year Bring-In**

Miscellaneous Accessories **1 year Bring-In**

Service: Credit Note or Replacement (if unit is available at stock)

Supplies:

- purchased **before 30 Sep 2019**: 6 months warranty
- purchased **after 1 Oct 2019**: Lifetime aligned with HP Laser toner

Warranty conditions:

<https://www.samsung.com/ch/support/warranty/>

Samsung Customer Contact Center
0848 726 78 64
service_ch@samsung.com

Printer

<https://support.hp.com/ch-de/products/printers/samsung-printers>

Recycling Program: www.samsung.com/printer/star

Sandberg

All products
<<<<

Warranty

5 years Bring-In

Faults upon receipt (DOA), timing of warranty validity

If the unit is within the warranty period, you can return the unit directly to our Service Center:

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error

Gaming Chairs: Please contact first helpdesk.sandberg.it

SAPPHIRE Sapphire	Warranty	Faults upon receipt (DOA), timing of warranty validity and non-validity
Graphic Cards (VGA)	24 months Bring-In	ALSO Schweiz AG Service Center Meierhofstrasse 3 CH-6032 Emmen The following information must be enclosed as mandatory with the return: • A copy of the invoice from ALSO • Item no. • Serial no. • Description of the error Support Website: https://www.sapphiretech.com/de-de/cs_consumer

Seagate

Enterprise Drives
NAS Drives
Desktop Drives
Mobile Drives
CE / AV Drives
External Drives

Warranty

2 - 5 years Bring-In

Faults upon receipt (DOA), timing of warranty validity and non-validity

ALSO Schweiz AG
Service Center
Meierhofstrasse 3
CH-6032 Emmen

Procedure for warranty devices

Step 1:

Open a RMA incident via ALSO Webshop or rma-ch@also.com

Step 2:

Return the defective device to ALSO Service Center.

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error

Service: Credit Note or Replacement (if unit is available at stock)

Contact

Support Contact Seagate:

<https://www.seagate.com/de/de/contacts/> (German)

<https://www.seagate.com/fr/fr/contacts/> (French)

<https://www.seagate.com/it/it/contacts/> (Italian)

<https://www.seagate.com/gb/en/contacts/> (English)

Sennheiser EPOS	Warranty	Timing of warranty validity and non-validity
All products	2 years Bring-In	Returns to: Suprag AG Industriestrasse 4a 8604 Volketswil With Note: "Device from ALSO"



Sharp

Toner
Ink Cartridges
Miscellaneous
accessories
Paper/Slides

Warranty

1 year

Timing of warranty validity and non-validity

Defective on receipt within guarantee period

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

Sophos UTM

- UTM
- RED
- AP

Warranty

1 year Bring-In

Unlimited warranty - subject to valid subscription licensing.

Dead on arrival, timing of warranty validity and non-validity

Basic Support

For Hardware replacement and DOA: Create ticket on [Sophos MYUTM Portal](#)

Support Hotline +49 1806 767467

support@sophos.de

Premium Support

Premium Support Hotline: +49 721 25516 307 (use your Licence ID as PIN code)

UTM Certified Partner Hotline: +49 721 25516 300

For further Information, please contact the [Sophos UTM Support Service Guide](#)

Sophos Classic

- Email Appliance
- Web Appliance

Up to 3-years advance replacement (subject to valid software licensing)

Basic Support

Support Hotline +49 1806 767467

support@sophos.de

Premium Support

Premium Support Hotline: +49 721 25516 307 (use your Licence ID as PIN code)

Certified Partner Hotline: +49 721 25516 300

For further information, please see [Sophos.com – Service & Support](#)

Steelplay

All products

Warranty

2 years Bring-in

Defective on receipt within guarantee period

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
6032 Emmen

Procedure for warranty devices

Step 1:

Open a RMA incident via ALSO Webshop or rma-ch@also.com

Step 2:

Return the defective device to ALSO Service Center.

The following information must be enclosed as mandatory with the return:

- A copy of the invoice to the end-user
- Item no.
- Description of the error



Stream now

STREAMNOW FIBER-DESK

Warranty

2 years Bring-In

Faults upon receipt (DOA), timing of warranty validity and non-validity

ALSO Schweiz AG
Service Center
Meierhofstrasse 3
CH-6032 Emmen

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error

Support Hotline ALSO: +41 266 11 11

StrongBox

All products

Warranty

**3 years hardware warranty
hardware warranty upgrades**

Faults upon receipt (DOA), timing of warranty validity and non-validity

StrongBox X-Series (StrongBox X10, X20, X20F) and StrongLINK Hardware Node

StrongBox X-Series and StrongLINK Hardware Node include a 3 year hardware warranty covering the hardware system and components

Hardware Warranty:

- ⇒ 3 year hardware warranty coverage of the system hardware and components
- ⇒ Help Desk Support in English, Monday – Friday 8 a.m. to 5 p.m. US Central Time, excluding SDS observed holidays.
- ⇒ Next Business Day Onsite hardware part repair for technician dispatch requests made by SDS Support prior to 3 p.m. local time (drop and pickup process included).

Hardware Warranty Upgrades:

Hard Drive Retention (HDR) allows customers to keep possession of a failed disk(s). SDS will provide a replacement without the requirement of returning the failed drive. Must be purchased at the same time as product purchase. Same Day Onsite Repair with 4 hour technician arrival upon dispatch request made by SDS Support

Up to 5 years of total hardware warranty coverage is possible.

First Call via Customer Support Team USA for Standard Level Support (Phone: +1 512 928 7300) for first diagnostics of the issue. In case of a hardware issue, SDS will immediately inform the DELL Customer Service. Customer can also open an account in JIRA Help Desk Portal by indicating the issue and the product serial number. See link below:

<https://strongboxdata.atlassian.net/servicedesk/customer/portal/1/user/login?destination=portal%2F1>

For critical issues and Premium Level Support 24x7 (Phone: +1 512 928 777).

Contract renewals are only possible via StrongBox Data Solutions GmbH. Tel: +49 7171 99800 0

Out of warranty/maintenance repair is chargeable on a per incident basis.

SDS offers maintenance support options covering the system software and software add-on feature modules of the product. These maintenance options grant the purchaser access to Help Desk support and access to Updates/Upgrades of the Software and the SDS Knowledge Base.

Business Day Help Desk:

- ⇒ Help Desk Support in English only , Monday – Friday 8 a.m. to 5 p.m. US Central Time, excluding SDS observed holidays.

24x7 Help Desk:

- ⇒ Help Desk Support in English only, 24 hours per da, 7 days a week, including holidays, for critical issues(P0-showstopper).
- ⇒ SDS provides business our support from 8 a.m. to 5 p.m. US Central Time Zone for all issue priorities

System software and software module options can be ordered for 5 years of total coverage.

Customer Support Team USA for Standard Level Support (Phone: +1 512 928 7300).

Customer can also open an account in JIRA Help Desk Portal by indicating the issue and the product serial number.

See link below:

<https://strongboxdata.atlassian.net/servicedesk/customer/portal/1/user/login?destination=portal%2F1>

For critical issues and Premium Level Support 24x7 (Phone: +1 512 928 777).

Contract renewals are only possible via StrongBox Data Solutions GmbH. Tel: +49 7171 99800 0

Our Software updates and upgrades are not available for out of-maintenance products.



Swaytronic

All products

Warranty

2 year bring-in

Faults upon receipt (DOA), timing of warranty validity and non-validity

If the unit is within the warranty period, you can return the unit directly to our Service Center:

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Description of the error

Faults upon receipt (DOA), timing of warranty validity and non-validity

Symantec (Schweiz) AG
Tel. 044 305 72 00
Fax 044 305 72 01
info@symantec.ch

Broadline Products:**With currently valid maintenance contract:**

Security-Support
Tel. 044 800 93 19

Availability-Support
Tel. 044 800 93 19

No currently valid maintenance contract:

Availability and Security Support
(charge) Tel. 044 800 93 19

http://www.symantec.com/business/support/index?page=home&locale=de_de

More informations:
<http://www.symantec.com>

Consumer Products

Informations:
www.norton.ch

Norton Support
Tel. 044 212 18 47

ALSO Schweiz AG
Service Center
Meierhofstrasse 3
CH-6032 Emmen

Procedure for warranty devices

Step 1:

Open a RMA incident via ALSO Webshop or rma-ch@also.com

Step 2:

Return the defective device to ALSO Service Center.

Without HDDs! -> via Warranty Process of HDD Vendor

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error

Service: Credit Note or Replacement (if unit is available at stock)

Synology Replacement Service (SRS)

For Synology FS- and XS Series: <https://srs.synology.com/en-global/track>

Contact

Support Hotline Synology:
Support Contact Synology:

+49 211 9666 9666
https://www.synology.com/de-de/company/contact_us



Static Control

	Warranty	Faults upon receipt (DOA), timing of warranty validity
All products	2 years Bring-In	If the unit is within the warranty period, you can return the unit directly to our Service Center: ALSO Schweiz AG Service-Center Meierhofstrasse 3 CH-6032 Emmen The following information must be enclosed as mandatory with the return: • A copy of the invoice from ALSO • Item no. • Serial no. • Description of the error



Tado

All products

Warranty

2 years Bring-In

Faults upon receipt (DOA) (DOA)

Within 14 days
(the date of the sales slip is valid)

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

Procedure for warranty devices:

Send the manufacturer part number of the affected unit to consumerelectronics-ch@also.com for verification. If the unit is within the warranty period, we will accept the request and you can return the unit directly to our Service Center.

The following information must be enclosed as mandatory with the return:

- To be sent in the original packing incl. accessories
- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error

Faults timing of warranty validity and non-validity

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

Procedure for warranty devices:

Send the manufacturer part number of the affected unit to consumerelectronics-ch@also.com for verification. If the unit is within the warranty period, we will accept the request and you can return the unit directly to our Service Center.

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error

Tektronix

Accessories

Toner
Ink Cartridges
Miscellaneous accessories
Color Sti

Warranty

1 year

Defective on receipt within guarantee period

Only for Tektronix Xerox Products, for Xerox Replacement Cartridges see Page 67

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

Thomson

All products

Warranty**2 years Bring-In****Faults upon receipt (DOA), timing of warranty validity and non-validity**

If the unit is within the warranty period, you can return the unit directly to the Thomson Service partner:

A.STEFFEN AG
Service Center
Limmatstrasse 8
8957 Spreitenbach
056 417 99 11

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from End-Customer
- Item no.
- Serial no.
- Description of the error



Transcend

JetDrive Internal SSD
JetDrive Lite External

Warranty

5 years Bring-In-Warranty
Life-Time-Warranty

Faults upon receipt (DOA), timing of warranty validity and non-validity

ALSO Schweiz AG
Service Center
Meierhofstrasse 3
CH-6032 Emmen

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error

Trekstor

All products

Warranty

2 years Bring-In

Faults upon receipt (DOA) (DOA)

Within 30 days
(the date of the sales slip is valid)

**ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen**

Procedure for warranty devices:

Send the manufacturer part number of the affected unit to consumerelectronics-ch@also.com for verification. If the unit is within the warranty period, we will accept the request and you can return the unit directly to our Service Center.

The following information must be enclosed as mandatory with the return:

- To be sent in the original packing incl. accessories
- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error

Faults timing of warranty validity and non-validity

**ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen**

Procedure for warranty devices:

Send the manufacturer part number of the affected unit to consumerelectronics-ch@also.com for verification. If the unit is within the warranty period, we will accept the request and you can return the unit directly to our Service Center.

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error



Unify

HiPath Cordless
(DECT Infrastructure w/o Devices)
HiPath OpenOffice HW
OpenScape Business TDM Boards
OpenScape Business IP/UC Boards
OpenScape Business Systems
Spareparts
Accessories OpenStage
OpenStage TDM
OpenStage IP

Warranty

12 Months Bring-In Warranty

Dead on Arrival (DOA) conditions

An appliance will only be accepted as being D.O.A. if it is declared as being so within the first 24h.

Please send an E-Mail to unify-ch@also.com

Defective on receipt within guarantee period

Send the faulty product with purchase documentation and fault description in the original packing including accessories to:

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

It is essential, that additional components built into product (modules, memory upgrade, etc.) are of necessity removed, before the faulty product is dispatched to us.



WD

Enterprise Drives
NAS Drives
Networking Drives
Desktop Drives
Mobile Drives
CE / AV Drives
External Drives

Warranty

1 - 5 years
Bring-In

Faults upon receipt (DOA), timing of warranty validity and non-validity

ALSO Schweiz AG
Service Center
Meierhofstrasse 3
CH-6032 Emmen

Procedure for warranty devices

Step1:

Open a RMA incident via ALSO Webshop or rma-ch@also.com

Step2:

Return the defective device to ALSO Service Center.

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error

Service: Credit Note or Replacement (if unit is available at stock)

Contact

Support Contact WD: <https://support.wdc.com/contact.aspx/>



Wiko

All products

Warranty

2 years Bring-In

Faults upon receipt (DOA), timing of warranty validity and non-validity

Bring-In:

Servicepartner:

Elser.Swiss
Bahnhofstrasse 66
5605 Dottikon AG

Tel.: 056 508 08 71
E-Mail: info@elser.swiss
<https://elser.swiss/kontakt/>

Please keep ready the following information:

- A copy of the invoice
- Item no.sss
- Serial no.
- Description of the error



xerox

Accessories

Toner OEM
Paper/Slides

Warranty

2 years
no warranty

Defective on receipt within guarantee period

Xerox XRC

Products no longer sold through ALSO Schweiz AG

Xerox AG
Lindenstrasse 23
8302 Kloten/ZH

Hotline CH (all languages of the country) for the advance announcement: 0448 009 535

 Zotac	Warranty	Faults upon receipt (DOA), timing of warranty validity and non-validity
Graphic Cards (VGA) Mini-PC	24 months Bring-In	ALSO Schweiz AG Service Center Meierhofstrasse 3 CH-6032 Emmen The following information must be enclosed as mandatory with the return: • A copy of the invoice from ALSO • Item no. • Serial no. • Description of the error RMA: if within the warranty period, a credit note is issued for the return of defective goods. Support Website: https://www.zotac.com/support



Zyxel

Zyxel Firewall (≥ USG 100)
Zyxel Switches "SoHo"
Zyxel Switches "Pro"
Zyxel WLAN "Pro"
Zyxel Standard Products
Aastra and snom

Warranty

5 years
5 years
Limited Lifetime Warranty*
Limited Lifetime Warranty*
2 years
1 year

* Limited Lifetime Warranty =
lifetime to the discontinuation of the product
(EOL) plus 5 years. The discontinuation of the
product is listed separately. Valid for products
purchased from 07.01.2013.

Faults upon receipt (DOA), timing of warranty validity and non-validity

Studerus AG
Ringstrasse 1
8603 Schwerzenbach

www.studerus.ch
info@studerus.ch

Sales Hotline: +41 44 806 51 00
Support Hotline: +41 44 806 51 60

The following information must be enclosed as mandatory with the return:

- A copy of the invoice from ALSO
- Item no.
- Serial no.
- Description of the error