



Prices, Terms and Conditions for Light Fixture Repairs

- 1** The client dismantles and cleans the faulty light fixture and sends it to us in Berlin, together with a detailed description of the fault.
- 2** Once we have received the light fixture, we will analyse the fault and draw up a fault report (subject to a charge), including repair options and cost estimate. The fixed-rate fee for the cost estimate will be deducted from the total cost if you go ahead with the repair. The invoice for the quotation must be settled before repairs commence.
- 3** Once payment for the quotation has been received, we will repair and inspect the light fitting in accordance with best standards. Should any further issues arise during this process, we will inform you immediately of the financial and time implications.



Please clean the light fitting thoroughly before packing and dispatch. If this is not possible, **we will charge a flat-rate fee for cleaning the light fitting**, based on the degree of cleaning required.
The cleaning fee is to be paid together with the invoice for the cost estimate.

Costs

Cost estimate	80€ plus VAT
Cleaning fee	30€ (min., by time spent), plus VAT
Repair	estimate +/- 15%



Shipping address

SRM Mikroelektronik GmbH
Colditzstr. 33
12099 Berlin



For shipments from third countries, customs clearance is the sole responsibility of the sender. Customs charges are to be paid in full by the sender. A corresponding commercial invoice must be enclosed with the goods. – We do not handle German customs clearance:



Light fittings that are held up by German customs due to an incomplete customs declaration will be returned to the sender once the processing period has expired.

The customs and freight costs for the return shipment are to be paid in full by the client.