



Repair Terms and conditions Medical Equipments

1) CONTACT CLIENT :

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

Repair progress: The After Sales Service will e-mail you a Service Request number upon receipt of your device.

To follow up on the progress of the repair, please contact the After Sales Service in France on contact.sav@enovis.com and state the Service Request (SR) number every time.

2) PRODUCT RETURN FORM

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

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

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

3) DEFINITION OF THE EQUIPMENT REPAIR CONDITIONS

3.1 - DEVICE UNDER WARRANTY

If the device is under warranty, it will be repaired or replaced free of charge after investigation. Any defect due to **mishandling** (dropping, immersion, etc...) or due to any **misuse** / not compliant with the user manual of the device (incorrect charger, non-approved battery etc...) **will cancel any warranty**.

The user must return the device with all its accessories (except electrodes and vaginal/anal probes), the purchase invoice and the completed product return form. It will be easier to identify the issue and thus reduce the processing time.

If the device is still under warranty but not its accessories (cables, batteries, etc...) and the latter are defective, these will be replaced and invoiced. A quotation will be sent to the customer.

Special case OUT-OF-BOX FAILURE :

The device doesn't work correctly and its acquisition is less than a month old.

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

The device must have been purchased less than one month before the date of receipt at Enovis France.

If the device is defective, Enovis France will replace it within 5 working days (subject to availability).

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

3.2 - PRODUCT OUT OF WARRANTY

The customer must return the defective device with all its accessories (except electrodes and vaginal/anal probes) and the completed product return form stating the problem encountered. If the device is not in the Annex A, this means it cannot be repaired anymore , please check with internationalproductsupport@enovis.com.

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

• **OPTION A (MAX FLAT RATE) for the devices listed in Annex A:**

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

The customer agrees that the repair is done without quote. This significantly reduces the repair lead time to a maximum of 5 working days after receipt at Enovis France.

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

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

• **OPTION B (QUOTATION)**

The customer asks for a detailed repair quote.

Once the device and return form are received, the quotation will be sent within 5 working days.

The customer must sign and agree or refuse the quotation.

The device will be repaired once the signed agreement has been received and the device will be sent back to the customer after receipt of the payment. If the quotation is refused, then the customer will be invoiced an administrative fee (Annex B).

1) NO RESPONSE TO A QUOTATION

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

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

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

2) REJECTION OF A QUOTATION

When the quotation is rejected by the customer:

- ✓ The device will be sent back to the customer upon request when the estimate is rejected after payment of the administrative and freight fees as listed in Annex B.
- ✓ The device will be scrapped if the customer doesn't ask for its return at the time of rejection. An invoice for **administrative fee** only in Annex B will be sent to the customer.

3) PAYMENT

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

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

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

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

The payment can be done:

- Via **Credit Card**
- Or via bank transfer :
BANK : HSBC
IBAN : FR76 3005 6000 2800 2800 6597 523
CODE BIC : CCFRFRPP

4) WARRANTY OF THE REPAIRS

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

5) TRANSPORT

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

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

Transport damage will not be taken under warranty.

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

- The transport of the defective device to the shipping address of After Sales Service - Enovis France is dealt with by the user.

- The transport of the repaired device to the shipping address of the Customer is arranged by Enovis France (Incoterm: DAP)

- We can help and arrange transportation for oversize/heavy devices. Please contact contact.sav@enovis.com if necessary.

7) HYGIENE AND MICROBIOLOGICAL CONTAMINATION

All the devices must be returned cleaned and disinfected.

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

Used electrodes and probes must not be sent, except if the After Sales Service requests them. Otherwise, they will be destroyed upon receipt.



Repair and Service Product Return Form

Medical Equipments

CHATTANOOGA®**Return address****SAV DJO France**

Centre Européen de Frêt
3 rue de Bethar

64990 MOUGUERRE

Tél : 05 59 52 80 90

contact.sav@enovis.com

Invoice address (in BLOCK letters)

Name / Company :

Contact name :

Address :

Addr. Comp. : Street, PO BOX, Building, Floor, Entry codes

Post Code & Town :

Tel / Mobile :

Email :

Delivery address (if different)

Name / Company :

Contact name :

Address :

Addr. Comp. : Street, PO BOX, Building, Floor, Entry codes

Post Code & Town :

Tel / Mobile :

Designation	
Serial Number	
Internal reference	

Accessories included (quantity)	
Cables	
Applicator / Transducers	
Charger	
Battery	
Transport Case	

➔ **This product return form must be returned with your device.**

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

Designation & Symptom Code	Designation & Symptom Code
☐ 1 - ERROR MESSAGE:	☐ 7 - DOESN'T SWITCH ON
☐ 2 - DROPPED / BROKEN	☐ 8 - CONNECTION / CABLE ISSUE
☐ 3 - KEYPAD / BUTTONS / TOUCH SCREEN ISSUE	☐ 9 - NOISE
☐ 4 - DISPLAY ISSUE	☐ 10 - OTHER :
☐ 5 - EMISSION ISSUE	☐ 11 - ELECTRIC SHOCK
☐ 6 - CHARGING ISSUE	☐ 12 - WIRELESS SYNCHRONIZATION ISSUE
☐ Permanent failure : Please give as much information as possible:	☐ Random failure : Detail the circumstances if you can

Please contact the After Sales Service on internationalproductsupport@enovis.com before shipping your device to us.

Please consult the APPENDICES of this document for the repair rates.

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

1- Device under warranty : The copy of the invoice must be enclosed.

☐ Out of box failure (invoice less than a month)

☐ Device under warranty

Defective accessories (batteries, cables, charger...) are not covered by warranty. You will receive a quotation if they need to be replaced.

Agreed and signed
Date Signature

2- Device out of warranty: OPTION A - Maximum flat rate

☐ I accept the repair and the replacement of the defective accessories. I also accept being charged at the maximum flat rate (see Annex A).

Agreed and signed
Date Signature

3- Device out of warranty : OPTION B - Quotation

☐ I request a quotation before any repair.

If I ever reject the quotation, I shall pay the administrative and freight costs to get my device back.

Agreed and signed
Date Signature

ANNEX A

MAX FLAT RATES TAB

BRAND	THERAPY	DESIGNATION	WARRANTY	MAX FLAT RATE*
			(YEARS)	USD excl VAT
CEFAR COMPLEX / COMPLEX PROFESSIONAL	PORTABLE ELECTROTHERAPY	REHAB 400	2	250
		THETA 500	2	
		MI THETA 600	2	
		PHYSIO 5	2	
		COMPEX 3	2+3	
WIRELESS PRO		MODULE WIRELESS PRO (UNIT)	3	150
		REMOTE WIRELESS PRO	3	250
		DOCKING WIRELESS PRO	3	600
CHATTANOOGA		REHAB	3	250
		THETA	3	
		PHYSIO	3	
		VITALSTIM PLUS	2	Quotation
		CEFAR TENS	3	150
		CEFAR URO	3	150
		CEFAR	PERISTIM PRO	2
PRIMO PRO			2	
REHAB X2			2	
EMPI		DIRECT TENS	2	95
CHATTANOOGA	PHYSIOTHERAPY	INTELECT ADVANCED (without APPLICATOR)	3	500
		INTELECT MOBILE (without APPLICATOR)	3	450
		INTELECT TRANSPORT 2	2	550
		MOBILE 2	2	550
		INTELECT NEO	2	Quotation
		ULTRASOUND APPLICATOR	1	250
		LASER APPLICATOR : ANNUAL CALIBRATION	1	200
		LASER APPLICATOR: REPAIR+ CALIBRATION	1	650
		MODULES FOR INTELECT ADV	3	405
		HIGH POWER LASER HPL7 / HPL15	2	Quotation
		INTELECT VITALSTIM	3	Quotation
		SHORT WAVE	INTELECT SHORTWAVE 100	3
	INTELECT SHORTWAVE 400		2	Quotation
	SHOCK WAVE	FOCUS SHOCKWAVE	2	Quotation
		REVISION FOCUS SW HANDPIECE (Every 2 millions shocks)	-	1000
		REPAIR HANDPIECE FOCUS SW	2	Quotation
		INTELECT RPW (without D-ACTOR or V-ACTOR)	3	Quotation
		RPW MOBILE (without D-ACTOR or V-ACTOR)	3	Quotation
		D-ACTOR / V-ACTOR (excl. revision kit)	2 years or 3 millions shocks "	1000
		RPW LITE	2	Quotation
INTELECT RPW 2		3	Quotation	
FALCON HANDPIECE		2 years or 3 millions shocks "	1000	
V-ACTOR HF		1000		

ANNEX A

MAX FLAT RATE TAB

BRAND	THERAPY	DESIGNATION	WARRANTY (YEARS)	MAX FLAT RATE EURO excl VAT
CHATTANOOGA	LASER	LIGHTFORCE®	2	Quotation***
	TABLE	TABLES REGION : ELECTRONIC / MECHANIC**	3	Quotation
		TABLES REGION : COUSSINS	2	Quotation
		TABLE MONTANE : ELECTRONIC / MECHANIC**	3	Quotation
		TABLE MONTANE : COUSSINS	2	Quotation
		TABLE MONTANE COLUMBIA	1	Quotation
		TABLE GALAXY : ELECTRONIC / MECHANIC**	3	Quotation
		TABLE GALAXY : COUSSINS	2	Quotation
		TABLE TRACTION 6M, 6E, TTET300 : ELECTRONIC / MECHANIC**	3	Quotation
		TABLE TRACTION 6M, 6E, TTET300 : CUSHION	2	Quotation
	TRACTION	TRACTION UNIT	2	Quotation
	THERMOTHERAPY	Hydrocollator tanks	1	550
CPM		ARTROMOT	2	Quotation
VENAFLOW	VASCULAR COMPRESSION	Venaflow Elite	3	500

BRAND	THERAPY	DESIGNATION	WARRANTY (YEARS)	MAX FLAT RATE EURO excl VAT
COMPANION	LASER	CTS-DUO, CTX-IQ, CTX	3	Quotation***
	POSTURE ANALYZER	STANCE ANALYZER	2	Quotation
	REGEN THERAPY	CRT SYSTEM	2	Quotation

ANNEX B

SIDE PRICE LIST

CODE	DESIGNATION	FLAT RATE € excl VAT
FREIGHT	Transport inside the European Union	40
FREIGHT2	Transport inside the European Union Oversized parcels	90
FREIGHT-EXPT	Transport outside the European Union	Quotation
DEVIS	Administrative fee	30
LASER DIAGNOSTIC	Inspection fee for LIGHTFORCE® and Companion units	250
ORIGIN-DOC-FEE	Export documents sent by TNT/UPS/FEDEX	55

** service excluded (refer to the user manual).

*** Refer to « Laser diagnostic » in Annex B.