

## Fault protocol

1. Customer/distributor detects a fault in a product (microscope/accessory).
2. Client/distributor sends Labomed Europe all the information of the microscope/accessory with its serial number and date of purchase to check if it is within the warranty period.
3. Client/distributor can add photos and/or videos showing the fault or problem so Labomed Europe knows how to act and can check if the reparation is possible.
4. Labomed Europe sends the "return document" to the customer/distributor who will have to fill it up and return:
  - A. Together with the box with the item (well protected) that has to be repaired
  - B. One digital copy of the document by mail to: [eugenia@labomedeuropa.com](mailto:eugenia@labomedeuropa.com) (South Europe) or [anky@labomedeuropa.com](mailto:anky@labomedeuropa.com) (North Europe).
5. Client/distributor sends us the microscope/accessory.
6. When the package arrives at Labomed Europe, our logistics department sends a mail with a "reparation number" to the client/distributor confirming that we have received the microscope/accessory. With the reparation number, the client/distributor can track the microscope/accessory.
7. Our technical department will investigate the microscope/accessory.
8. When the fault of a microscope/accessory is under warranty, the client/distributor send the item to Labomed and pays the transport cost of its sending. Labomed Europe will take care of the shipping cost to return the repaired product.
9. If the item is under warranty and the distributor decides to repair it at another location (third party) than Labomed Europe, before to do that, has to agree with the budget of reparation. Once arranged, Labomed Europe will pay the invoice \* (previously sent it to us for authorization).
10. If the microscope/accessory is not under warranty, a quotation is made. The client can decide whether or not to repair it. When the microscope/accessory is repaired, the product will be sent back to the client/distributor. The client/distributor (unless there are special conditions) is responsible for shipping cost (transport cost to send it and transport cost to return it). In this case the client/distributor will be invoiced for the shipping cost.
11. Before paying the bill, and if possible, we will ask the client/distributor to send us the broken or replaced part of the microscope/accessory to check what the problem was. Sometimes this option will be rejected if the shipping cost is very high.