

**Customer information / return address**

Name / Company	
Address	
Phone	
Email	
Contact person	

**Vehicle information**

Brand and model	
Manufacturing year	
Registration id	
Faulty part	

**Fault description, fault codes, symptoms, agreed things and wishes. You can also submit an attachment or a photo.**

Symptoms, fault occurrence, fault codes, how is the fault found? What measures have been taken?	
Arrival date	
Repair date	

**Ympyröi haluamasi vaihtoehto.**

<b>Yksityiset / yritykset</b>	Pickup	Post	DHL ask price	
<b>Payment method</b>	Cash / card	Webshop	Advance payment	Invoice (only for companies)

**Estimated repair price / allowed maximum repair price:** Not given \_\_\_\_ Given \_\_\_\_\_ € If the sum of \_\_\_\_\_ € is exceeded please contact me.

**Fault diagnosis:** Fault finding and diagnosis is valid only if the suggested repair is done by Sercap Huoltopalvelut Oy.

**Warranty:** The given warranty period is valid from the repair date or the day the customer has received the repaired product back as stated on the attached terms.

As a customer / representative of the customer I assure that I have read and approved the attached warranty, liability and delivery terms. In case of a missing signature, only bringing or sending a part to our facility is taken as approving the mentioned terms.

Date: \_\_\_\_ . \_\_\_\_ . \_\_\_\_ Signature: \_\_\_\_\_

## Warranty, liability and delivery terms

### Nature of repair services:

The services offered always strive for the best possible end result. In some cases, repairing electronics without the "presence" of the vehicle will limit testing to verify the end result. Claims for compensation for extra work and third-party accessories are not covered. This fact is accepted by the customer when delivering the parts to be repaired for repair.

### Warranty and liability:

All repair services sold by Sercap Huoltopalvelut Oy have a warranty granted by Sercap Huoltopalvelut Oy. The warranty period generally varies between 12-24 months, depending on the product. Product specific warranty information can be found in the product information. The original receipt or a copy of it must be kept to verify the warranty. The validity of the warranty can also be verified from Sercap Huoltopalvelut Oy's own system with customer information or the vehicle registration number. Warranty liability is limited to the buyer / payer of the service or product. For example, when a vehicle changes ownership, the warranty liability for the repaired part or work performed lapses.

The warranty takes effect when the original invoice has been made in full, unless otherwise agreed in writing. If the repair invoice has not been made by the due date, the warranty is not valid and the obligations imposed by the warranty do not exist.

The warranty covers the cost of repairing and shipping the part in the event of a recurrence. At our offices, part removal and installation work, if the vehicle has been serviced at our office. Due to a defect and for which a warranty has been issued. If the original part cannot be repaired and a replacement unit is required to replace it, the costs are covered so that the original repair amount is deducted from the price of the replacement part and the difference between them remains payable.

Sercap Huoltopalvelut Oy is not responsible for damages caused by the customer's actions or omissions and reserves the right to charge the customer for unreasonable warranty service costs.

If the product is suspected to be broken or otherwise defective without full certainty, please contact our customer service by phone or email for further instructions.

Sercap Huoltopalvelut Oy reserves the right to verify the errors reported in the products. Testing is not performed while waiting. You must always set aside 5-10 business days for this.

Compiled by the hardware components of the client or third-party error prospecting fee will be charged according to the tariff, if the error is not on work or parts supplied by Sercap Huoltopalvelut Oy.

Repair warranty is void if the warranty seal has been broken. The warranty does not cover mechanical, moisture or overvoltage damage, installation error or other damage caused by the customer or another third party. The warranty does not cover the costs of removal and installation of the part by a third party. Parts of the repaired equipment other than the part or area that was serviced. Our liability is limited to the price of the service or work performed. We will not be liable for any other costs incurred as a result of a repair attempt or data transfer. The customer is responsible for backing up equipment for service or repair.

If the customer sends extra parts in the package, especially if they have not been agreed by phone and if there is no entry in the service form, Sercap Huoltopalvelut Oy will not replace the lost parts.

Only written complaints will be processed. Complaints can be submitted, either by e-mail or post, to Sercap Huoltopalvelut Oy. Consumer advice offers assistance in resolving disputes free of charge, so Sercap Huoltopalvelut Oy does not reimburse the customer's agent costs. Complaints received during the holiday period will be processed after the holiday period if the entire company has been completely closed during the holiday period, such as during the summer or winter holiday.

In subcontracting work where Sercap Huoltopalvelut Oy is used as a subcontractor, the consumer must address the complaint to the company that acted as the client / final invoicer of the work, not to Sercap Huoltopalvelut Oy.

Sercap Huoltopalvelut Oy has the option to unilaterally cancel the transaction and refund the money in full or in accordance with the minimum charge in the section.

### Airbag controllers:

All direct and indirect responsibilities for reinstalling and reusing the Airbag controllers provided for resetting the collision data are the responsibility of the customer. Claims will not be processed.

### Replacement parts and devices:

If Sercap huoltopalvelut Oy delivers the replacement device, the customer is responsible for the correct fault diagnosis. We do not accept responsibility for any misdiagnosis made by a corporate or private customer. Returns of used replacement parts will be made on a case-by-case basis. The minimum charge is 130,00 euros, because the experiment has helped to make progress on the fault diagnosis.

### Minimum charge:

The minimum charge for an electronic part repair company is a check fee of 45.00 euros + possible return freight. The inspection fee for motor controllers is 90.00 euros. Larger mechanical assemblies containing electronics, as well as the entire vehicle under inspection, will be charged for the time spent troubleshooting and spare parts / accessories used. The payment is based on the working time for investigating a part or defect. An interpretation of the functionality or non-functioning of a component could not be ascertained unless otherwise stated. Any Fault Diagnosis presented is not absolute.

### Optimizations / remaps:

Any action to increase and tune the power will not improve the life of the mechanical parts. In heavily driven vehicles, normal wear and tear on parts may be so long that the life of some parts ends after the tuning operation. Therefore, any known budding faults must be rectified before tuning the vehicle.

The vehicle owner / client is responsible for the technical condition of the vehicle before and after optimization. The client is always fully responsible for any software and mechanical changes related to the power, emission control, etc. ordered by him and that the vehicle complies with the relevant regulations. If the vehicle malfunctions or defects after optimization and the defect is not caused by the software, we will charge for troubleshooting, repair and spare parts at the normal hourly rate.

Power measurements are always performed under the customer's responsibility, and Sercap Huoltopalvelut Oy is not liable for any damage to the vehicle that occurred during the power measurement. This does not apply to possible damages resulting from a matter for which Sercap Huoltopalvelut Oy is responsible (eg car mooring), human error or negligence, which cause negligent damages.

### Speed limiter removals:

Speed limiter removal is not performed on vehicles registered for heavy road traffic. If the vehicle is changed and registered to another vehicle category, the limiter can be set either upwards or downwards to meet the requirements of that vehicle category.

All other speed limiters are removed at the customer's request and at the customer's sole risk. The customer is responsible for ensuring that the vehicle complies with the provisions of the law and is registered in the correct vehicle category after the change. The customer is fully responsible for all possible direct and indirect fines, tax penalties or damages related to the removal of the limiter, as well as the costs and legal penalties caused by them.

### Claims:

Third-party expenses are not reimbursed, or they must agree before a third-party services may be considered for use or ask for reimbursement. Sercap Huoltopalvelut Oy is not obliged to compensate the customer for indirect damages caused by the delay or incorrect delivery, such as production losses, lost profits or other consequential financial damage.

### Delivery method and delivery costs:

Shipping costs include freight and packaging costs. Shipping costs will be reported when the product is ordered or the equipment to be serviced is repaired. We deliver orders mainly as letter, postal and DHL parcel. If delivery is desired as a "breakable" package, the payment for the package to be processed separately will be added to the delivery costs according to the valid prices of the transport company.

### Storage of the customer's vehicles, units delivered for repair, and other subassemblies:

Units delivered or other products not picked up despite the notifications will be kept for a maximum of 6 months (legal obligation 3 months). Such products are resold to cover repair, spare parts or storage costs or, in some cases, disposed of / recycled after first notifying the customer.

### Problem situations during transport and for defective products:

If the product is lost during transport, we will not be liable for any indirect costs incurred by the freight company. If the product is damaged or the customer has been delivered the wrong product, the error must be reported immediately to info@sercap.fi or by phone 010-2356053.

### Windscreen cameras for vehicles to be serviced:

The protection of privacy is guaranteed as a fundamental right in the Constitution for every person residing in Finland. The protection of privacy is a very fundamental right.

If different persons can be identified from the camera surveillance material, the information obtained with the camera surveillance will be considered as personal data.

The collection of personal data without the consent of the person (s) is prohibited by law. (EU General Data Protection Regulation, 2016/679)

**Sercap Huoltopalvelut Oy reserves the right to change the above terms. Before ordering, the customer must familiarize himself with the delivery terms in force at the time.**