

Dear customer,

your satisfaction is our top priority. To ensure the best service possible, we would ask you to attach the signed cost approval to your return shipment. Thereby we can ensure, that your request is processed as fast as possible.

Following approval your commissioned device service (Repair, Maintenance, Update) will be conducted and charged with no more than the amount stated beyond. As a matter of course approved warranty repairs are free of any charge.

Please note, that cost estimates for services are fee-based. Each cost estimate is therefore charged with a lump sum of 25,00 Euro net plus return shipping costs. As a matter of course these costs will lapse, when the repair is carried out.

**Notice: The return shipment of your ratiotec device should be carried out in the original packaging. In any case of incorrect shipment ratiotec assumes no liability for damages in transit.**

### Costs of repair

The repair contains following services:

- Repair of your device
- Working time and spare parts
- Complete functional test
- Final cleaning
- Shipping costs

For the arising costs of repair following cost approvals per device are valid:

Per device:	Up to:
coinsorter CS 50 / CS 150	70 €*
coinsorter CS 250 / CS 250 Spezial	90 €*
coinsorter CC 800	170 €*
coinsorter CS 850	170 €*
rapidcount B 20 / B 40	80 €*
rapidcount Compact	60 €*

rapidcount M 120 / M 130	200 €*
rapidcount MX 600 / MX 620	250 €*
rapidcount S 20	60 €*
rapidcount S 60 / S 85	100 €*
rapidcount S 200	60 €*
rapidcount S 225 / S 275	100 €*
rapidcount ST 150 / ST 150 F	400 €*
rapidcount ST 350 / ST 350 F	400 €*
rapidcount T-Serie	110 €*
rapidcount X 400	120 €*
rapidcount X 500	190 €*
RS 1000 / 1200 / 2000 Geldwaage	45 €*
RTP 300 Drucker	40 €*
Soldi 120 / 150 / 185	20 €*
Soldi Smart Serie	55 €*
POS Safe RT 500	25 €*
POS Safe RT 600 / 650 / 700 / 750	50 €*
POS Safe RT 775 / 850 Twin	60 €*

\*All prices are net and exclude the statutory VAT

### **Maintenance costs:**

The maintenance includes following services:

- Full system check
- Calibration of the sensors
- Plastic and metal care / inside and outside
- Cleaning of bearings and rollers
- Test runs with current Euro2-banknotes

For the maintenance costs incurred (excl. spare parts) following cost approvals per device are valid:

<b>Per device:</b>	<b>Up to:</b>
coinsorter CS 50	65 €*
coinsorter CS 150	69 €*
coinsorter CS 250 / CS 250 Spezial	79 €*
rapidcount B20 / B40	75 €*
rapidcount Compact	65 €*
rapidcount M 120 / M 130	125 €*

rapidcount MX 600 / MX 620	145 €*
rapidcount S 20 / S 60	65 €*
rapidcount S 85	75 €*
rapidcount S 200	65 €*
rapidcount S 225 / S 275	79 €*
rapidcount ST 150 / ST 150 F	145 €*
rapidcount T-Serie	105 €*
rapidcount X 400	105 €*
rapidcount X 500	119 €*

\*All prices are net and exclude the statutory VAT

### **Update costs:**

The update includes following services:

- Euro2 Update
- Cleaning of the sensors
- Calibration
- Full system check
- Test runs with current Euro2-banknotes

For the update costs incurred (excl. spare parts) following cost approvals per device are valid:

<b>Per device:</b>	<b>Up to:</b>
rapidcount B20 / B40	49 €*
rapidcount Compact	49 €*
rapidcount M 120 / M 130	79 €*
rapidcount MX 600 / MX 620	89 €*
rapidcount S-Serie	49 €*
rapidcount ST 150 / ST 150 F	89 €*
rapidcount T-Serie	69 €*
rapidcount X-Serie	69 €*

\*All prices are net and exclude the statutory VAT

Following approval the repair, maintenance or update of your device will be conducted and charged with no more than the amount stated above. If the costs of repair should exceed the cost approval, we will submit a non-binding cost estimate by mail or fax.

I hereby confirm the mentioned cost approval above and agree with the general terms and conditions ([www.ratiotec.com/general-terms-and-conditions](http://www.ratiotec.com/general-terms-and-conditions)).

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Place/Date, Signature

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