

Sending the device/accessory to a Service Center

When you've finished registering your product for repair, print the shipment label and use it to send the product to the Service Center. It will be sent by economy post free of charge. The Swiss Post General terms and conditions, which can be found at www.post.ch, apply to any items you send. If you think the package has been lost, simply email us at logistics@salt.ch and we'll trace it via the Swiss Post. If the post gives us written confirmation that it's been lost, we will replace your product.

We'll repair or replace your product if the problem is due to the manufacturing process, the design or the materials used.

If the product is being replaced, you'll be given the same model. If that one isn't available any more, we'll send the successor version to your model. The decision whether to repair or replace your product is made by us.

After your product is repaired or replaced, the following warranty periods apply:

- a warranty with over 3 months to run will expire on the original warranty end date
- if your warranty has less than 3 months to run, a 3-month warranty period covers the repaired or replaced parts
- if your warranty has expired when you send it for repair, you get a 3-month warranty on the repaired or replaced parts.

Your warranty covers the repaired or replaced parts of the hardware and software, and starts running for the above period after you've collected or received your product, whichever is later.

The warranty doesn't cover normal wear and tear, damage from incorrect use, damage or repair by you or someone else. Neither does it cover faults caused by external factors like severe impact, dropping the product, or exposure to liquids, chemicals, dust, extreme heat, extreme cold etc.

How is your product assessed?

The Service Center licensed by the manufacturer carries out the warranty assessment and repair.

If the fault is not covered by the warranty, we'll let you know as soon as possible. If this is the case and you don't want to pay for the repair, you have two other options:

- we'll return the unrepaired product at a charge of CHF 60.00 to cover transport, diagnosis and processing
- we'll dispose of it free of charge.

Backing up your data

Repairing or replacing a product usually means all the data is lost. Make sure you back up data before hand. We don't accept liability for lost and corrupted data on devices/accessories or other external storage media. If you need help in backing up your data please go to your nearest Salt Store.

How long will your repair take?

You should get your product back within 14 days, but we can't guarantee it. Situations like unavailable spare parts, rejected warranty or need for clarifications can cause delays and we can't accept responsibility for the time taken to complete repairs.

We can lend you a device to keep you going if one's available. We can only loan devices while yours is being repaired.

Getting your product back

Your product will be returned by post to the address you stated.