

Our service promise to you!

If an enwitec product is expected to be damaged or does not work according to the description of the product we will of course be responsible for our product liability. Only our current general terms and conditions are applicable.

All our products are covered by a **24-month** warranty within the legal conditions. We assume an appropriate application.

If warranty is applicable, please contact the following address. rma@enwitec.eu

We will inform you on the handling and procedure for complaints and will try to provide assistance as soon as possible. Please do not act independently but get in touch with us without obligation. In order to simplify the processing of our complaints, please use our complaint request.

You will receive an RMA number In the course of the handling. Please indicate this number in each correspondence.

We would like to point out, that our products are developed for the Area/Country, for example: DACH (Germany, Austria and Switzerland). We cannot express, to which extend technical requirements or laws of other countries influence the installation. Kindly get in contact with your local dealer for further information.

For accounting reasons, replacements can only be sent against invoice. If a legitimate complaint arises after returning and checking of the replacement, you will receive a credit note for it.

Please understand that we have to charge a processing fee of 100€ net and the delivered item is excluded from return in the event of an unjustified complaint. If the claimed article, unless otherwise agreed, has not been returned to us within 3 weeks, we close the process and charge the processing fee. We would also like to point out that further costs (technicians, consultants, etc.) can be applied in the course of processing your complaint. In the event of an unjustified complaint we will charge you these extra costs temporarily.