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Service Policies

Bosch Building Technologies

North America

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1 Disclaimer

These Service Policies describe our service processes and provide details of the different services and service levels for our Direct Customers (such as certified dealer and distributor; hereinafter referred to as "Direct Customer"). They can be seen as user manual in cases where service is required. The Service Policies apply to all Products under the following brands of Bosch Building Technologies: Bosch, Dynacord, Electro-Voice, RTS, and Telex (hereinafter referred to as "Product").

Note: This document is not applicable for any of our indirect customers, such as End User or consumer; (hereinafter referred to as "End User"). End Users are all parties who have purchased the Product for their own needs (not for the purpose of resale) or who have purchased a building in which the Product were first installed. The Product must be part of an installation in which it was first operated.

If Bosch Building Technologies provides a voluntary Product Warranty to End Users the warranty period and related terms and conditions are described in a Product Warranty Statement available at www.boschsecurity.com under the Warranty page.

No warranty or other claim shall be derived from this Service Policies.

2 Introduction

These Service Policies apply to Products purchased directly from Bosch Sicherheitssysteme GmbH or any of its affiliated companies (herein referred to as "Bosch Building Technologies").

The processes described cover the majority of procedures. Country-specific deviations may occur, for example in relation to transport handling or price calculation. The details or prices on our order confirmation apply in all cases. The description of the process under the service level in the following text relates to the standard process.

Our Service Desk will answer any questions you may have. The last pages list contact details as well as additional services.

3 Key repair and exchange information

We make short processing times possible using clear, standardized processes.

To achieve this, we need your cooperation, such as notification of a shipment using the return material authorization form (hereinafter referred to as "RMA"). Please always obtain this RMA before you return any Product to us for repair or exchange. This ensures that your return is continuously tracked and is billed correctly, and minimizes the risk of errors and delays. A fully and correctly completed RMA speeds up processing enormously, and your downtimes are minimized.

It is essential that you provide us with the serial number or „date code“ of the Product (see name-plate) and reason for return.

A copy of the purchase receipt may also be required. Once you have submitted the RMA, we will send you an RMA number and an order confirmation with further information, including the relevant service level. We reserve the right to cancel the RMA if the Product is not received within 30 days.

We will arrange collection of the Product from you by providing a call tag or issuing a shipping label. Package the Product securely for transport and ensure that the RMA number is clearly visible on the package.

Note: The service level is defined depending on the Product. Please direct all enquiries to our Service Desk. Exchanges are not provided for Products manufactured to customer specifications.

3.1 Packaging your Product return

You are responsible for protecting the returned Products by ensuring they are packaged and shipped appropriately. We reserve the right to reject warranty claims due to damage caused by failure to comply with the following packaging requirements:

- ▶ All units must be securely packaged and dispatched in a packaging box to prevent mechanical damage.
- ▶ Adequate external packaging must be used to protect the contents against possible damage during transport.
- ▶ Affix the shipping labels supplied by us to the package so that they are clearly visible.

3.2 Transport costs and shipping

Within the guarantee/warranty we assume the costs for collection and shipping of your Product where country specific exceptions may occur. Outside the guarantee/warranty the transport costs are included in the repair price.

Please note that we will not subsequently reimburse you for transport costs if you have returned the Product to us without prior RMA set-up.

4 Overview of service levels for repair and exchange

4.1 Service levels covered by the warranty terms

4.1.1 Advanced Exchange (Advanced Exchange New or Advanced Exchange Swap)

Advanced Exchange devices are new or fully refurbished Products. Please return the defective Product to us without accessories within ten days following receipt of the exchange Product. Use the packaging from the exchange Product where possible. We assume the costs of standard repair and transport for all warranty repairs. Please advise if you prefer call tag or shipping label.

PROCEDURE	
1.	Ask our Service Desk for an RMA by phone, e-mail, or fax.
2.	You receive an order confirmation from us with the service level “Advanced Exchange New” or “Advanced Exchange Swap”.
3.	We send you the exchange Product.
4.	Return defective Product within ten days.

4.1.2 Fast Exchange

In this case we supply a fully refurbished exchange Product immediately on receipt of your defective Product. Please return the defective Product to us without accessories in suitable packaging. We assume the costs of standard repair and transport for all warranty repairs. Please advise if you prefer call tag or shipping label.

PROCEDURE	
1.	Ask our Service Desk for an RMA by phone, e-mail, or fax.
2.	You receive an order confirmation from us with the service level „Fast Exchange“.
3.	Ship the defective Product.
4.	We send you the exchange Product as soon as we receive the defective Product.

4.1.3 Exchange of DOA (Dead On Arrival) devices

If a defect is determined during initial installation (within 90 days of transfer of risk for the Product to the End User) we will supply a new Product to exchange the defective Product. Should the type of Product no longer be produced at the time of warranty claim, we reserve the right to substitute the defective Product with a similar Product (different size, shape, color and/or technical data). If the faulty product is an C or D item (non-stock item, made or engineered to order) we shall be permitted to repair the product as a Carry In item. We will require a copy of the purchase receipt to process the claim. Please return the complete defective Product to us within ten days following receipt of the exchange Product. Use the packaging from the exchange Product where possible. We assume the costs of standard repair and transport. Please advise if you prefer call tag or shipping label.

PROCEDURE	
1.	Ask our Service Desk for an RMA by phone, e-mail, or fax.
2.	You receive an order confirmation from us with the service level „Advanced Exchange New“.
3.	We send you the exchange Product.
4.	Return defective Product with requested call tag or shipping label within ten days.

4.1.4 Repair (Carry In Repair)

Carry In Repair is repair of same serial number. Use suitable packaging for shipping. We assume the costs of standard repair and transport for all warranty repairs. Please advise if you prefer call tag or shipping label.

PROCEDURE	
1.	Ask our Service Desk for an RMA by phone, e-mail, or fax.
2.	You receive an order confirmation from us with the service level „Carry In Repair“.
3.	Ship the defective Product.
4.	The repaired Product (same serial number) is returned to you.

4.2 Service levels not covered by the warranty terms

4.2.1 Repairs (Carry In Repair/Quote - Carry In)

We differentiate between repairs with a flat rate repair cost and quoted repairs. On quoted repairs your units will be evaluated upon receipt and the Service Desk will contact you with the quoted repair price. Both prices include transport costs, diagnostics, repair, spare parts, required updates where applicable, calibration where necessary, function test, cleaning, repair report, quality checks, and safety checks.

4.2.1.1 Flat-rate repair (Carry In Repair)

We have defined flat rates for most repairs, which we can provide you in advance so that you are aware of the costs before we collect the defective Product from you.

PROCEDURE	
1.	Ask our Service Desk for an RMA by phone, e-mail or fax, or online.
2.	You receive an order confirmation from us with the service level „Carry In Repair“ with the repair flat rate.
3.	Please return the signed order confirmation to us by e-mail or fax as confirmation that you accept the cost.
4.	We arrange for a carrier to collect the faulty Product from you.
5.	The repaired Product (same serial number) is returned to you.

4.2.1.2 Repair according to cost estimate (Quote - Carry In)

If no flat rate price is available, the repair price is based on an individual cost estimate calculated for you. If you do not confirm our cost estimate within 14 days upon receipt or reject the cost estimate, we will return the Product to you and charge a processing fee as published in the repair price list per Product for the costs incurred for fault analysis and transport.

PROCEDURE	
1.	Ask our Service Desk for an RMA by phone, e-mail or fax, or online.
2.	You receive an order confirmation from us with the service level „Quote - Carry In“.
3.	You receive a quote from us.
4.	Please return the signed quote to us by e-mail/fax as confirmation that you accept the cost.
5.	Ship defective Product.
6.	The repaired Product (same serial number) is returned to you.

4.2.2 Processing by national sales organization (No RMA Accepted or Refer NSO)

In some exceptional cases, we may not be able to process your query directly in After-Sales Service (order confirmations with the service level „No RMA Accepted“ or „Refer NSO“). There are a number of possible reasons for this, e.g. if the Product has been out of Production for a long time and the maximum service time has passed, or if economical repair is not possible as the Product has little residual value. In this case, please contact your national sales organization (NSO) to purchase a new Product or ask the Service Desk about refurbished Product.

Note: Do not return the Product to us in this case. We would have to return it to you and charge you processing and transport costs.

5 Product Warranty

If Bosch Building Technologies provides a voluntary Product Warranty to the End User (hereinafter referred to as “Product Warranty”, the conditions, terms and periods are laid down in a separate document “Product Warranty Statement”. A Product Warranty Statement are available at www.boschsecurity.com under the Warranty page. The prerequisite for the acceptance of guarantee claims is submission of the original bill of sale with the correct serial number documented on the bill to Bosch Building Technologies.

The Product Warranty is granted only to the End User and do not apply to Direct Customer or other distributors, installation companies, or second-hand purchasers of Products who use the Product in a second, different installation. Our Direct Customer can submit requests on behalf of an End User.

6 Additional Services

6.1 Spare parts service

We offer a wide range of original Bosch spare parts for our Products. Even when we stop production, spare parts are usually still available from us for a further five years. Spare parts are sold without product warranty. For further information please contact the Spare parts Desk.

6.2 Refurbished products

We occasionally offer refurbished Products for sale at a special price. These are items that have previously been used, repaired, and refurbished.

For further information please contact the Service Desk.

Refurbished Products are supplied with a one-year warranty.

7 Abbreviations

Abbreviations are commonly used for some terms:

ABBREVIATION	ENGLISH TERMS
AMEC	North America (U.S.A. and Canada)
NSO	National Sales Organization
RMA	Return Material Authorization

The following abbreviations are also used for some service levels:

ABBREVIATION	ENGLISH TERMS
AEN	Advanced Exchange New
AES	Advanced Exchange Swap
CI	Carry In Repair
DOA	Dead On Arrival
FE	Fast Exchange
QCI	Quote - Carry In

Contacting Bosch Building Technologies After-Sales Service

SERVICE NORTH AMERICA (AMEC)	
E-mail: repair@us.bosch.com	U.S. and Canada Tel.: +1(800)-289 0096. option 5 Fax: +1(800)-366 1329
Business hours: Monday to Friday 7:30 AM to 5:30 PM CST	
Languages: English	

CONTACT ADDRESS	SHIPPING AND DELIVERY
Bosch Building Technologies ASA Service Desk 8601 East Cornhusker Hwy 68507 Lincoln, NE U.S.A.	Bosch Building Technologies Dock B 8601 East Cornhusker Hwy 68507 Lincoln, NE U.S.A.

Bosch Building Technologies

After Sales Service
8601 East Cornhusker Hwy
Dock B
Lincoln, NE 68507
U.S.A.

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Subject to printing errors, mistakes, and changes.

Our general terms and conditions apply together with the terms and conditions for repair and exchanges.

Please check our website for the latest versions of the Service Policies.

[boschsecurity.com](https://www.boschsecurity.com)