

(non-commercial)



- If the customer wants to obtain information about the progress of a repair they must contact the After Sales Service on Fax : +33 559 528 091– contact.sav@djoglobal.com. They must not forget to quote their Service Request (SR) number. This can be found on all emails sent by the After Sales Service.:

FORM 136A

2.3 – PRODUCT OUT OF WARRANTY

Option A - If the device is out of warranty, the flat rate repair charge according to the equipment category applies. The flat rate is specified in Appendix A.

The transport of any device out of warranty is covered in the following way:

- The transport of the defective device to the shipping address of After Sales Service - DJO France is arranged by the Customer.
- The transport of the repaired device to the shipping address of the Customer is invoiced according to the rates specified in Appendix A.

The device will not be repaired and returned until after payment for the repairs.

It is strongly recommended to pay the flat rate repair charge and include the payment with your consignment. The device will be returned within 10 working days after receipt of the device and the payment.

Option B - If you do not wish to pay the flat rate repair charge available for your device but prefer a detailed quotation, the latter will be invoiced at € 25 including all taxes (€ 20.83 excluding tax for residents outside the EU and the French Overseas Departments and Territories). You must pay for the quotation and the return transport costs to recover your device.

The quotation made is generally higher than the flat rate repair charge for the device.

The quotation is valid for a period of 3 months.

3) PRODUCT RETURN FORM

The product return form is mandatory for the After Sales Service to process your request. The processing is put on hold if no product return form exists. If the product return form is still not sent after a reminder, a registered letter will be sent. If there is no response, the device will be scrapped at the end of three months after its arrival at After Sales Service of DJO France.

4) PROCESSING TIMES

The maximum time for making a quotation or a repair is 10 working days.

This time starts from when the device is delivered to After Sales Service DJO France until the quotation is prepared (option B - quotation) or until the shipment of the device (option A - flat rate). This is why it is recommended to choose option A to reduce the processing time. **However, the device will not be shipped until after receipt of the payment.** Any delay in payment will delay the return of the device accordingly. In the case of non-payment after one month, a reminder will be sent. In the case of no response after 3 months, the device will be scrapped.

5) WARRANTY FOR REPAIRS

All electrotherapy device repairs made by After Sales Service of DJO France at MOUGUERRE have a parts and labour warranty, excluding transport costs, of 180 days. This warranty applies from the date of the repair invoice. It applies to repaired or replaced parts. All other parts are excluded from this warranty.

6) TRANSPORT

If possible, the product must be returned in its original packaging with all its accessories (cables, charger) except the electrodes and the probes. If the original packaging has not been kept, the customer must ensure correct packaging of the product which is transported at their own risk. DJO shall not be liable for any damage to the product during the transport to DJO.

After Sales Service Product Return Form Consumers

Return address

DJO France S.A.S.
Service Après Vente
Centre Européen de Frêt - 3 rue de Bethar
64990 MOUGUERRE - FRANCE
Fax: +33 559 528 091
E-mail: contact.sav@DJOglobal.com

Full name:
Address:
Post code/town:
Country:
Tel. / Mobile:
E-mail:

Please state your service request number (SR) sent to you by e-mail on receipt of your shipment or your serial number for any enquiries. The processing time is 10 working days after receipt.

Designation		Accessories included (quantity)	
Product number		Cables	
Serial number		Charger	
SR Number / internal reference		Battery	
		Transport case	

**→ This product return form must be returned with your product.
Please keep a copy of this product return form to facilitate any search.**

THE FOLLOWING MUST BE COMPLETED (AS DETAILED AS POSSIBLE TO ENSURE RAPID REPAIR)

Description of the problem:

Problem: ☐ Occasional ☐ Permanent

☐ Device does not switch on

☐ Battery does not hold charge

☐ Device stops during the execution of a program.

Specify the program:

☐ The display on the screen is defective.

Specify the error code (if a code is displayed):.....

Other

Payment: **Payment in advance** -

Please fill out:

☐ by credit card (Visa/MasterCard/CB)

Card number:

Expiry date: ../..

Security code:

☐ by cheque payable to DJO France

☐ by bank transfer to account number

08115127 809 -IBAN : FR76 3005

6008 1108 11512780 913 -

Swift code : CCFRFRPP

**SEE APPENDIX A OF THIS DOCUMENT FOR THE PRICE LIST AND MARK THE SELECTED OPTION BELOW.
Any product return form not filled in correctly will result in a quotation for which you will be charged**

1- **Device under warranty:** **the copy of the invoice must be enclosed.**

☐ Out-of-box failure

☐ Device under warranty. Defective accessories (batteries, cables,...) are not covered by the warranty; they will be replaced and invoiced.

Signed and agreed

Date

Signature

2- **Device out of warranty:** **OPTION A – Flat rate**

☐ Agreement for repair of the device and replacement of the defective accessories according to the flat rate specified in APPENDIX A

Signed and agreed

Date

Signature

3- **Device out of warranty:** **OPTION B – Quotation**

☐ Request for quotation before repair

- Chargeable quotation if a flat rate repair charge is specified in Appendix A, **whether the quotation is accepted or not**

- No charge if no flat rate repair charge is specified in Appendix A

Signed and agreed

Date

Signature

Appendix A: FLAT RATE CHARGES

Product number (PN)	Designation	Make	Warranty (years)	Flat rate including all taxes (€)	Flat rate French Overseas Departments & Territories & outside EU (€)
111.222	SlimForm	Cefar	1	70	98.33
2527116	Direct TENS	Empi	2	70	98.33
111.124+	Easy	Cefar	2	70	98.33
111.242	Myo X2	Cefar	2	70	98.33
111.240	Myo XT	Cefar	2	70	98.33
111.125+	Primo Pro	Cefar	2	70	98.33
111.219	SlimFirst	Cefar	2	70	98.33
111.241+	Activ XT	Cefar	2	70	98.33
111.243+	Activ X2	Cefar	2	70	98.33
111.231+	Peristim pro	Cefar	2	70	98.33
115.202	Step II	Cefar	2	On quotation	On quotation
2530116	One	Compex	2+1	100	123.33
507116	FullFitness	Compex	2+1	100	123.33
2525116	Fit	Compex	2+1	100	123.33
506116	SportElite	Compex	2+1	100	123.33
514116	Energy Mi-Ready*	Compex	2+1	150	165
518162	Runner	Compex	2+1	150	165
508116	Vitality	Compex	2+1	150	165
515116	Performance	Compex	2+1	150	165
510116	Mi-Fitness	Compex	2+1	150	165
509116	Mi-Sport	Compex	2+1	150	165
2529116	Wireless	Compex	2+1	On quotation	On quotation
2522116	Winplate	Compex	2	On quotation	On quotation
5900	Vitalstim portable	Chattanooga	1	On quotation	On quotation
Accessories					
BAT1	Battery + tests + transport	-	-	96	110
CAB1	Single cable + tests + transport	-	-	54	75
CAB2	Set of 2 cables + tests + transport	-	-	66	85
CAB 4	Set of 4 cables + tests + transport	-	-	96	110
CHA1	Charger + tests + transport	-	-	84	100

- The flat rate includes the replacement of defective components, the labour costs and the return transport charges.
- The flat rate repair charge is only valid if the device is regarded as repairable by DJO France. It does not apply if the device requires complete replacement.
- In the case of devices which are obsolete, the repair may not be possible due to unavailability of spare parts.
- For the compex Sport, the warranty of "2+1" is 3 years of warranty if the customer registered on the website for the purchase of the device, otherwise 2 years.

If the device is not included in the above list, it is highly probable that it can no longer be repaired by our repair service. Do not return your device without verifying in advance with the After Sales Service on +33 5 59 52 68 18 (or 0800 587 0857 for UK and 1 800 804 333 for Ireland) that it can be repaired.

* The first generation Energy devices (red and black enclosure, product number under bar code commencing with XBB) without Mi function can no longer be repaired.