

## 2N® Process of repair

### What should I do if my 2N® product does not work correctly?

Here is the RMA process step-by-step:

- a. Prior to sending goods for warranty repair or after-warranty service, please contact our Technical support by logging in to <https://support.2n.cz>. In case you do not have the login information, please contact [rma@2n.cz](mailto:rma@2n.cz).

Alternatively you can use the online support chat to contact Technical support, which is available to all on business days from 10:00 AM to 4:00 PM (GMT+1).

- b. After you fill in the repair list, please print it out and include it with the shipment of the RMA goods.

- c. The delivery address for RMA goods is:

2N Telekomunikace

Obchodni 107

25101 Cestlice

Czech Republic



For goods sent from non-EU countries, proforma invoice for custom purposes is required. Total value of proforma invoice should not be over 20 euro

### Can I receive an estimated price of after-warranty repair in advance?

In all after-warranty or unrecognized warranty cases (oxidation, mechanical damage, overvoltage etc.) is an estimated price of repair sent in advance.

Only after receiving customer's confirmation of estimated price the faulty product is repaired.

If the customer refuses the after-warranty repair for any reason after the diagnostic examination has been completed or if the equipment is found to be beyond repair, the customer is obliged to pay a fee of 38 EUR for each commenced hour for the work required for diagnostics of each piece and the cost of transport.

### How long will the repair take?

2N guarantees a 30-day period in which to repair merchandise in cases of warranty repairs of products manufactured by 2N. The average processing time is around 14 days depending on the number of the cases being solved. This period starts at the moment of accepting the goods for repair.

The after-warranty repair time cannot be guaranteed.

### Is it possible to repair my 2N® product express?

Yes, in the event of urgency we can offer express repair service. Express repair is available after email confirmation of your request and it is a paid service.

Express fee is added to the cost of repair of each item and the prices are: 28 EUR for express repair in 3 days and 18 EUR for express repair in 6 days.

If you require an express repair, please send your request to [rma@2n.cz](mailto:rma@2n.cz) and we will get back to you with further information.

## What are the other options for settling your claim if you are 2N distributor with a valid distribution agreement?

We now offer an Immediate replacement service. Instead of waiting for the repair you get a functional product right after sending in the faulty piece. This service covers all the products listed in the 2N intercom price list for the duration of their warranty. Immediate replacement service is provided automatically and free of charge.

## Is it possible to purchase an extended warranty for 2N product?

We can offer an extended warranty of up to 5 years on all 2N products. An extended warranty could be bought within 1 year after the product's purchase.

Prices of extended warranty:

- 1 year extended warranty: 7% of the product's price
- 2 years extended warranty: 14% of the product's price

To order extended warranty, please contact our sales department, your area account manager or customer care department.