

General terms and conditions YouFixit

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Article 1 - Identity of YouFixit

YouFixit

Hertog Karellaan 3

5431GX CUIJK

Telephone: +31 (0) 485-801242,

Available: Monday, Tuesday, Thursday and Friday from 10:00 a.m. to 5:00 p.m.

N.B. Closed on Wednesday!

Email address: info@youfixit.eu

Chamber of Commerce number: 16078893

Btw-identificatienummer: NL001259141B23

Final responsibility: Peter Stuart, Cuijk

Article 2 - Scope of services

YouFixit offers by default a limited number of types of repairs of electronics of (European) household white goods.

YouFixit provides its services exclusively to professional white goods specialists.

1. *Brands*

Miele

Electrolux Group (AEG, Zanussi, Electrolux, ...)

BSH Group (Bosch, Siemens, ...)

Whirlpool Group (Whirlpool, Bauknecht, Ikea, ...)

2. *Types of appliances*

Washing machines

Tumble dryers

Dishwashers

3. *Complaints (always register in advance by e-mail!)*

Miele Washing machines: Almost all electronic complaints

Miele Washer Dryers: Power supply problems (dead)

Miele Dishwashers: Power supply problems (dead)

Electrolux Group: Power supply problems (dead), burnt relays

BSH Group: Power supply problems (dead, failure)

Whirlpool Group: Power supply problems (dead)

4. *State of the PCB*

Original condition, i.e. no repair attempts by third parties (i.e. other than YouFixit) and no damage due to external factors such as moisture, fire, short circuit, overvoltage, etc.

In case of previous repair attempts and/or visible damage, only acceptance after consultation and at extra risk surcharge

Article 3 - Registration

1. Register repairs in advance by e-mail with the following details:

- your customer number,
- brand (e.g. Miele),
- type (e.g. washing machine),
- model (e.g. W5873),
- short complaint description (e.g. "Flushing flashes, motor does not run").

YouFixit always checks beforehand whether the reported defect is actually caused by the electronics. In the case of Miele ELP modules (e.g. ELP16x, ELP2xx, ...), therefore, in addition to the complaint, always state in your registration which model of machine it is, so that we know which control module (EW...) the ELP... should be tested with.

Although we have a suitable control module available for almost all Miele models, we may ask you to also send the control module (EW...) along for testing.

2. In the absence of a model number, it is not possible to test ELP modules and therefore not to repair them. If the model number cannot be traced, YouFixit can read out the model number from the EEPROM data for € 20.00 (reference rate), outside the machine.

Article 4 - Packing and shipping

3. PCB's with plastic housing (e.g. Miele EL1xx, EDPLxxx and modules of BSH group, ELUX group, and Whirlpool group) always include this housing and - if present - integrated keypad module (with cables)

Fill up the box. For example with crumbs of newspaper or other reusable material. The module will then be more shock-resistant. It makes no sense to put "Fragile" on it (transporters will not treat it more gently then).

When packing, think about the person who has to unpack it and the possibility of recycling. So use as little tape as possible so that the packaging can be reused and the cardboard can eventually be disposed of as waste paper.

Place your company name and sender address clearly on the outside of the box.

If possible and responsible, we will reuse your packaging for the return shipment.

Packaging that is not reused by us will be recycled or disposed of by means of waste separation.

Article 5 - No repair or insufficient result

7. Total loss/no fault:

- a. If we are unable to reproduce the reported fault in our test machine and this fault is not reported as intermittent (i.e. the fault does not manifest itself constantly), we will contact you about the steps to be followed (see also paragraphs b. and c.).
- b. If a PCB cannot be repaired (total loss) or does not appear to be defective, you will only owe examination and return costs (reference rate: € 25.00 ex. VAT)
- c. If you surrender a print that cannot be repaired, you do not have to pay any examination and return costs.

8. No/unsatisfactory result after repair/revision of your electronics:
 - a. You can return the module. We will then generally make one more attempt, after which, in case of repeated failure, Article 7 (b. and c.) will come into effect.
 - b. This does not automatically lead to a postponement of the payment obligation. After complete settlement, a credit invoice will be issued if necessary.

Article 6 - Reservation and liability

9. The sender is primarily responsible for any transport damage.
10. YouFixit is never liable for consequential damage unless it is sufficiently proven that YouFixit used faulty material or techniques.
11. In case of **previous repair attempts** or print otherwise not in original state:
 - a. Always report these (if known or visible).
 - b. Depending on the state of the PCB, this may be a reason not to carry out a complete overhaul (Miele EL15x/ELP15x/ELP16x).
 - c. If we accept the repair, we charge an additional risk surcharge of at least € 30.00 (reference rate, by arrangement). Our "no-cure/no-pay" policy does not apply to the risk surcharge.
 - d. We may refuse a repair or carry it out under limited warranty (in consultation).

Article 7 - Prices and warranty

12. After your first order, you will receive a 10% partner discount on our reference price on all repairs and overhauls. From an annual turnover of repairs of € 1,200.00 excl. VAT, the discount is 20% (premium partner discount).¹
13. All repairs are covered by a one-year warranty (but see article 11) on the repaired defect.
14. ²All overhauls are covered by a one-year warranty (but see clause 11) on all electronic defects (excluding external causes).
15. We do not guarantee success if you replace components of the electronics yourself, even if YouFixit supplied the components
16. For parts (transformers, shock absorbers) a graduated discount applies (20% for 5 pieces or more, higher volumes on request)
17. YouFixit does not recommend retail prices. Our discount percentages are calculated in relation to a reference price.
Reference prices of the most common repairs can be found on our private page:
<http://www.youfixit.eu/b2b/en/reference%20prices.html>
Unless explicitly stated otherwise, prices are always published exclusive of VAT and without taking into account any discounts.

Article 8 - Invoices and payment

18. From 2024, we no longer accept prepayments.
Invoices will be sent by e-mail, a.s.a.p. after completion of the repair order (customer is responsible for passing on correct e-mail address).
19. As we do not send a physical invoice, the address we state on the digital invoice is the address we also use for postal dispatch.
20. Invoices should preferably be paid by return, but at the latest within 14 (calendar) days (also in case of no/unsatisfactory results, see article 8).

¹ Discount rates are set annually in December based on turnover from the previous calendar year (extrapolated and based on at least three months).

² For some types of prints (EL150, ELP15x, ELP16x, ELP266), we offer due to several known problems, only a complete overhaul in which other components are also replaced preventively.

In the event of default, a maximum of three reminders will follow, each with an increase in the invoice amount of € 10.00, € 15.00 and € 20.00 respectively.

21. In case of three reminders in one year, we will no longer accept new orders and thus terminate the relationship.

Article 9 - Communication

22. Communication takes place in principle by e-mail. Only in exceptional cases and only on the initiative of YouFixit, telephone contact can be made.
23. By means of an e-mail, the client can always request a telephone consultation.
24. In our customer file, we include only one e-mail address. This is the e-mail address where the invoice should go.
The track and trace information
is also sent to this e-mail address to track the shipment.
It is the customer's responsibility to ensure that the track and trace
information is forwarded internally to the correct person/department to receive the
shipments.
Technical content communication takes place via the e-mail address where the repair
notification originated.

Article 10 - Diagnostic responsibility

25. YouFixit is solely responsible for diagnosis at the electronics level. At device level, the customer/white goods specialist is responsible himself.
Customer should exclude other possible causes of the defect in advance as far as possible, if necessary in consultation with the manufacturer.