



Service Terms and Conditions

These Service Terms and Conditions apply to and are valid for all repairs; servicing; interventions; and the acceptance and return of Nespresso home appliances (hereinafter referred to as "Appliances") carried out by Swiss Electronic Kft (1141 Budapest, Cinkotai út 91/C) (hereinafter referred to as "the Service").

1. Conditions of Warranty:

The warranty of the appliances shall be governed by the provisions of the warranty certificate supplied with the appliance by the manufacturer or distributor. **The warranty card or the invoice or receipt of purchase must be provided by the customer in order to benefit from the warranty.**

2. Out of warranty conditions:

It is possible to order a repair for a fixed service charge for the type of appliances or to have the appliances repaired for a fixed charge based on a quotation. Only one of the options listed below can be selected when ordering the service. **There is no possibility to change the package during the repair process.** The amounts shown are gross prices.

2.1. Extra service package:

The customer pays a predetermined **fixed fee** upon receipt of the repaired appliance for the following services: replacement of necessary parts, cleaning, descaling, preventive repairs.

The EXTRA repair includes a **12-month full warranty** and - at the customer's request - a one-off descaling service free of charge during the warranty period!

Pricelist of Extra package:

Inissia: 16.000,- Ft

Essenza Mini, Pixie: 17.500,- Ft

Expert (&Milk): 25.000,- Ft

Citiz (&Milk), Citiz Platinum, Essenza Plus, Lattissima Plus/Touch/One/Gran, Barista: 30.000,-Ft

Atelier, Creatista, Vertuo Creatista, Vertuo Lattissima: 35.000,-Ft

Addendum:

- *For traditional Essenza, Prodigio (&Milk), Citiz (&Milk) with tilt switch and Vertuo Next, Pop(+), Vertuo Plus models we can only repair on individual quotation.*
- *For &Milk appliances, the 12-month warranty on the milk frother is not valid.*
- *We do not repair Concept, Le Cube, Citiz&Co, Maestria, Lattissima, Lattissima Prémium, Manual Essenza, U(&Milk) machines*
- *The Extra service package is not optional if the faults are caused by non-compliance with the instructions.*

2.2. Quotation

2.2.1. When requesting a repair (by telephone via Nespresso or in person at the service), the customer will receive a quotation for the repair, which will be sent by e-mail after the appliances has been inspected or - on request - by telephone. Appliances will be inspected in the order in which they are received within 3 working days. In all cases, the appliances will be accepted for an **inspection fee (2.490,-)**, which will be **deducted from the total amount payable at the end** of the repair (if the offer is accepted). The total cost of the repair consists of a **fixed labour charge (8.000,-)** and the **cost of the parts** used. If the customer does not request the repair, the inspection fee indicated above will be charged.

2.2.2. The customer will be informed of the result of the inspection and the repair quotation at the contact details provided on the handover form. **Our price quotation is valid for 14 days after the notification for the appliance delivered to the repair shop.** If no response is received within 30 calendar days regarding acceptance or rejection of the quotation, a one-off storage fee of HUF 3,000.00 will be charged after the 31st day. After the 62nd calendar day, the device will be destroyed without further notice. The requested loan machine must be returned in accordance with clause 5.3.

2.2.3. We will start the repair on the returned device after accepting the repair quotation. If the repair requires a part that we have to order from the manufacturer or other supplier, the repair time will be extended by the time it is received. It is possible that the unit returned for repair may contain multiple or hidden defects, which can only be discovered during the repair. In such

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cases, if the repair amount is different from the quoted amount, our service will send a revised quotation to the customer. We will inform you of the completion of the repair on the contact details provided.

2.2.4. Our Service shall provide a 6-month warranty on the replaced parts and the work carried out to repair the defect, in accordance with the provisions of the warranty certificate provided by the manufacturer or distributor with the machine.

2.2.5. If the device is returned to our service within 30 calendar days after the repair with a fault unrelated to the previous repair, the inspection fee and the labour charge will not be charged.

3. General provisions

3.1. If the customer uses the descaling/cleaning service and the intervention does not require the dismantling of the casing or the dismantling of the appliance, a fee of HUF 7.000,- will be charged.

3.2. In the event that the reported defect in the appliance submitted for repair is resolved by cleaning/descaling, only the fixed labour charge (8.000,-) will be charged. No separate notification of this will be sent to the customer.

3.3. If the same appliance comes to our service at least a second time without a real malfunction (replacement of parts) and the reported defect is not found again during our long-term tests, we will charge 7.000,-Ft and the cost of transport to and from the place of installation will be charged to the customer. **Please note that this point also applies to appliances under warranty!**

4. Conditions for receipt of the device:

4.1. If an appliance is contaminated with pests and/or contaminated externally and/or internally due to non-normal use, the service may refuse to accept the appliance or repair it. If a pest infestation is detected by the service only after disassembly of the appliance, the service shall immediately put the appliance aside in a disassembled condition, hermetically sealed in a nylon bag, and notify the purchaser as referred to in point 5.1. At the choice of the customer, the repairer shall return it or destroy it or, in the absence of a request for return by the buyer, destroy it within 30 days of notification.

4.2. **No liability is accepted for accessories not indicated on the worksheet or for the condition of appliances supplied individually by the customer.**

4.3. In all cases, the condition of the appliances will be indicated on the service sheet upon receipt of the appliance. The Service Department will take the utmost care to preserve the condition of the appliances during delivery and repair.

5. Return conditions:

5.1 Nespresso and/or the Service shall **notify** the customer **by e-mail and/or telephone** of the repair/repair quotation and its **completion**, on the basis of the information provided on the delivery receipt form. No responsibility will be taken for notifications lost/not received on time due to the customer's mail system filtering settings (**Spam, Promotions**, etc.).

The service will attempt delivery twice. The additional cost of the **third unsuccessful delivery** due to the customer's failure to do so will be **charged to the customer** on the basis of the respective commitment fees. **Please note that this point also applies to appliances under warranty!**

5.2. Customer have **60 calendar days** to collect the **repaired appliances** from the first notification by phone or e-mail and after the 31st day a one-time storage fee of HUF 3.000,- will be charged.

5.3 Upon receipt of the machine, you must return the loan machine, which is the property of Nespresso, in its original condition, with the appliances and in a clean condition. The requested loan machine is the property of Nestlé Hungária Kft, Nespresso Business Unit.

6. Appliances not taken over within the deadline

Appliances not taken over after the deadline described in 5.2 will be destroyed by the Service without subsequent compensation to the owner. The service provider reserves the right to invoice the customer for the cost of repairing the appliance and storage charges and any transport costs in the course of a further procedure. Furthermore, Nestlé Hungária Kft, Nespresso Division also reserves the right to invoice the value of the replacement machine.

7. By returning the appliances, the Customer acknowledges and confirms by signature that the information provided on the delivery acceptance form is true and correct, and that he/she has read, understood and agrees to these Terms and Conditions of Service. These terms and conditions form an integral part of the Proof of receipt.

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Customer