



Repair / Hardware-Service

If your device needs to be repaired or you would like to have your device serviced, we offer you an easy way to use our services.

Our technicians repair and maintain your devices in our own service center in Freilassing / GERMANY.

A workshop equipped with a large stock of spare parts allows us to carry out repairs professionally in the shortest possible time.

- Service for Nordalp/Handheld devices by qualified and trained service technicians
- Short throughput times
- Large spare parts warehouse

Register for a repair and send in the device:

- To make it as easy as possible for you to send in a defective device, please fill out the **online service form** first:
<https://www.nordalp.com/en/support/product-repair-request>
- You will then receive an automatically generated e-mail incl. **Case/RMA number**. This number is used to further track the service process.
- Make sure you **back up** all your data! Nordalp assumes no responsibility for data loss during repair.
- If your device is password protected, please remove the **password** or let us know the password so that we can start troubleshooting as soon as you receive the computer.
- Send the defective device with a printed e-mail to the following address:
Company: **Nordalp GmbH**
Department: **Service**
Street: **Martin-Oberndorfer-Straße 5**
Postcode: **83395**
City: **Freilassing**
Country: **GERMANY**

Procedure:

- After receipt of the unit by Nordalp Germany, the defective device is analyzed.
- Warranty repairs or repairs on units with Nordalp Care (MaxCare-) serviceplan are carried out promptly.
- In the case of repairs with costs, you will receive a cost estimate from us by e-mail. After approval of the cost estimate, the repair will take place.
Note: If the repair offered is declined, we reserve the right to charge an inspection fee of 80,00 EUR net plus shipping costs. This fee covers the costs incurred for inspection, diagnosis and preparation of the repair quote.
The processing fee is waived if a new device is purchased instead.
- When the repair is completed, you will be notified by an automatically generated e-mail and the device will be sent to the outgoing goods department for return.

Notes:

- Hourly rate: 120,00 EUR
- Services, such as data backup, will be charged at an hourly rate of 120,00 EUR according to expenditure.

Contact:

Nordalp GmbH
Service
Martin-Oberndorfer-Str. 5
83395 Freilassing

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