

## TECHNICAL ASSISTANCE SERVICE (TAS)

The Technical Assistance Service (TAS) is the department in charge of the repair and maintenance of all the products sold by **Master Battery**.

**Master Battery** offers warranty on all its products as stipulated in each one of them and is responsible for the repairs of the same within this period. If the failure is due to a cause external to the product, such as misuse of the product or a defect in the installation, the possibility of repair is offered at the expense of the requesting customer.

If the repair of a malfunction caused by factors external to the product is required, the customer shall be informed of this. If no response is received from the customer **within 30 days** of sending this report, the equipment will be made available to **Master Battery** for recycling.

If the customer authorises the repair at his expense, a **repair budget** will be drawn up at the express written request of the customer. This will be sent **within 5 days** of the customer's confirmation. Once this budget has been approved in writing by the customer, the repair will be carried out. This budget may be modified during the repair due to faults or hidden defects, with the relevant communication and sending of the modified budget to the customer as soon as possible. All of this, in accordance with Royal Decree 58/1988, of 29 January, on «protection of consumer rights in the repair service of domestic appliances».

The **quotation** will be **valid for 30 days** from the date of its communication, as stipulated in the above Royal Decree. If no response of approval or rejection of the budget is obtained, once this period has expired, the equipment will be at **Master Battery's** disposal for recycling.

If the customer does not authorise the repair at his expense, **the equipment/battery will be returned** in the same conditions in which it was delivered. This return will involve a **charge of 40 € + VAT** to the customer plus **shipping costs** for inverters and lead batteries per unit. In the case of lithium batteries the cost is **60 € + VAT** plus shipping costs per unit, if applicable. In the event that a quotation has been requested and refused, an additional charge of **25 € + VAT** will be added to this amount, in accordance with the above Royal Decree.

Once the customer has been notified of **the return of the equipment**, whether repaired or unrepaired, he will have **30 days** to collect it. Once this period has expired, the customer is obliged to pay the storage costs, **0.5 €/day + VAT**, in accordance with the above Royal Decree. After a further **30 days**, the equipment is made available to **Master Battery** for recycling.