

## WHAT SHOULD I DO IF MY PRODUCT DOES NOT WORK CORRECTLY?

- 1.1 If you have a problem with a product of Bird Home Automation Group, please contact the technical support team online: <https://www.doorbird.com/contact>
- 1.2 In case the issue cannot be solved, you will be asked to fill out our return request form. Our technical support team will provide you with a case number (RMA ID) and further instructions.
- 1.3 After Bird Home Automation Group has reviewed your RMA case, you will receive further information on how to return the product.

## WHAT ARE OUT OF WARRANTY CASES?

Out of warranty cases are all cases that fall outside of the product warranty time and/or cases involving product damage caused by misuse (e.g. oxidation, mechanical damage, overvoltage, improper installation, damage caused by direct sunlight etc.). We provide our warranty statement online: <https://www.doorbird.com/warranty>

All warranty cases are evaluated at the discretion of Bird Home Automation Group.

## OUT OF WARRANTY - SERVICE PRICE LIST

Bird Home Automation Group offers a flat fee which covers any defects of our products for all cases out of warranty (all materials and labour costs are included).

Product MSRP* (net, end-user)	Price for repair/replacement (net)
< 100 EUR/USD	Not available
> 100 EUR/USD	50% of the product MSRP* (net, end-user) plus shipping costs  The price for repair/replacement includes two years of warranty that are included in our warranty statement: <a href="https://www.doorbird.com/warranty">https://www.doorbird.com/warranty</a>

(\* The corresponding MSRP (manufacturer suggested retail price) is the net product price that you can find in our end-user web shop online: <https://www.doorbird.com/buy> [Shipping to: Your country])

All prices are subject to the applicable VAT and customs duty of your country. The prices for the out of warranty service are not discountable.

A product from Bird Home Automation Group that is out of warranty and in need of service must be sent to the RMA facility of Bird Home Automation Group at your expense (Incoterm: DDP).

For items sent from countries outside of the EU a pro-forma invoice for customs purposes is required. The total value of the pro-forma invoice must not exceed 20 EUR/USD (broken goods). The pro-forma invoice will be provided by Bird Home Automation Group during the RMA process.