B2B repair terms

Arrangements for diagnosing, quoting, repairing and returning equipment supplied by businesses and repair shops.

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1. Parties and scope

These terms concern electronics diagnosis and repair services offered under the name ReparatiePartner to customers acting in the course of their business or profession. Service provider identification: KVK 42085208, VAT NL005484187B64.

Work may cover complete devices, separate circuit boards and modules, and batches of mixed equipment. Before sending equipment outside the described scope, the customer agrees whether it can be accepted.

2. Agreeing and recording an order

The contact form is for enquiries. Sending it does not itself place an order for paid diagnosis or repair. Before paid work begins, the parties agree the devices, reported symptoms and diagnostic terms, and the customer receives the terms in a form that can be saved.

Equipment and arrangements are identified in the order, a batch list or correspondence. The record includes device identification, reported faults, supplied accessories and relevant information about the equipment's condition. Agreements and approvals may be recorded electronically.

3. Diagnosis and the €30 fee including VAT

Once diagnosis has been commissioned and carried out, the diagnostic fee is €30 including VAT per device only if the customer declines repair or repair is not possible. An enquiry or delivery of equipment without an agreement to paid diagnosis does not itself authorise this fee.

For a completed repair, the customer pays for the repair according to the accepted quote. No separate diagnostic fee is added. Transport costs are charged according to separate arrangements.

4. Quotes and additional work

Each device is quoted individually based on the identified fault, required parts and work. Repair begins after an authorised customer contact accepts the quote. Acceptance may be given through the portal or in correspondence.

If work or parts outside the accepted quote become necessary, we submit the change for approval. Additional paid work is not carried out without agreement on its scope and price.

5. Repair scope and testing

Repairs and tests cover the agreed work for the device, circuit board or module. They include checking the work performed and the verifiable functions related to the reported fault.

Full testing of a separate board or module may depend on access to the device, a power supply, documentation, software or a test setup. Relevant limitations are agreed with the customer and recorded in the information about the work performed.

6. Turnaround times

The expected turnaround is agreed with regard to the fault, diagnostic work, parts availability and batch size. The customer is informed of significant delays and their cause.

An estimated turnaround is not a promise that every repair will be completed on a particular day. If the parties agree a binding deadline, any change requires a separate agreement.

7. Payment and invoicing

After repair or paid diagnosis, we inform the customer of the outcome and issue the invoice. Payment is due within 14 calendar days of the invoice date; the invoice is provided to the customer that same day. The specific due date is shown on the invoice.

Equipment is normally returned after payment has been received. For an established working relationship, the parties may agree to return equipment before payment, while retaining the 14-day payment deadline. This requires a separate agreement.

A different payment deadline, payment method or consolidated invoicing requires a separate agreement. The quote and invoice state the amount payable and how VAT is treated. The diagnostic fee in section 3 is €30 including VAT.

8. Delivery and transport

Delivery and return arrangements, transport costs and any insurance are agreed before shipment. The customer packages the equipment appropriately for its type and includes device identification and an accessories list.

For return, we protect the equipment appropriately for the agreed transport method. Visible damage to packaging or a shipment should be documented and reported promptly so that its cause can be investigated and any claim assessed.

9. Warranty on the completed repair

Completed repairs carry a 3-month warranty starting when the repaired device is delivered to the customer.

The warranty covers the work performed and parts used in the repair. A claim is assessed in relation to the repaired scope. A different, unrelated fault requires a separate diagnosis and agreement on further work.

Rectifying a fault covered by the warranty is free of charge. The warranty does not exclude rights arising under mandatory law.

10. Device data and confidentiality

Before sending a device, the customer makes a backup where possible and identifies data or settings relevant to the repair. Making backups, recovering data and transferring data require a separate agreement.

Access to data is limited to what is needed for the agreed work. If system access is required, the parties agree an appropriate method, such as a test account. Information obtained while carrying out an order is treated confidentially.

If particular activities involve processing personal data on the customer's behalf, the parties establish their roles and the required processing arrangements before those activities begin. These repair terms do not replace a privacy notice or a required data processing agreement.

11. Return and uncollected equipment

After work or diagnosis is completed, we inform the customer of the result and arrange return or collection. If the customer does not respond or collection does not take place, we contact them again and allow an appropriate period to agree the next steps.

Additional storage charges require a previously agreed basis and amount. Further handling is based on separate arrangements or applicable law. These terms do not provide for automatic transfer of ownership or disposal after a stated number of days.

12. Complaints, liability and the applicable version

A complaint should be reported promptly after the problem is discovered, identifying the order, device and symptoms. The parties agree how the equipment will be made available for examination and how further communication will take place.

Liability for the service follows from the agreed scope and applicable law. The parties first seek to clarify the issue and resolve a dispute amicably.

An order is subject to the version made available to the customer and incorporated into the agreement before it was concluded. Later changes on the website do not automatically change existing orders. Particular arrangements are recorded with the relevant order.