



**HEIDENHAIN**



**Fast Help When Your  
Machine Is Down**

# Your machine is down?



## The HEIDENHAIN Service Exchange helps immediately

- We'll send you a replacement from our exchange stock immediately and free of charge.
- You return your defective unit to us within four weeks.
- We'll repair your defective unit and charge you the actual repair cost.
- You keep the unit that we sent you. When you pay the repair invoice, it becomes your property.
- The returned unit becomes our property and is used for other exchanges.
- In the following cases, we'll invoice you for the replacement unit at the price of a new unit minus 20 %:
  - The returned device is damaged beyond repair
  - You do not return the defective unit within four weeks
  - The returned unit is not the same as the supplied replacement (has a different ID number).

# HEIDENHAIN

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