

1.1. Introduction

This document concerns authorized TC service partners, only, and may not be shared with third parties without prior written approval from TC Electronic.

The policy described herein, refers to the "Warranty" concept, described in more detail in the "TC Product Warranty" document.

These service guidelines apply to all spare parts each service partner is authorized to exchange or service on behalf of TC Electronic, as per the individual service agreements.

1.2. Identifying spare parts & pre-order inquiries

All technical enquires about -

- Ascertaining spare part item numbers before making an order, either in relation to the component or documentation on the Tech server,
- Fitness for a particular purpose for individual parts,
- Technical questions regarding parts,

- shall be directed exclusively to tech@tcelectronic.com

All pre-order enquires about -

- Spare part prices,
- Spare part availability,
- Spare part orders for specific spare part item numbers / SKUs,

- shall be directed exclusively to the TC Sales Team:

<http://www.tcelectronic.com/salescontacts.asp>

1.3. Ordering spare parts

Final spare part orders shall be sent to the TC Sales Team:

<http://www.tcelectronic.com/salescontacts.asp> and must include:

1. Item number – which may be found on the Tech server - of the part in question;
2. Quantity of each item;
3. Whether any special shipping options are required – for instance, express shipping, which is not included in the spare parts prices and is billed to the service partner, in question.

Newly ordered spare parts which prove to be defective or spare parts shipped not conforming to service partner orders, may be returned only via an RMA.

1.4. Reselling spare parts to end users

Spare parts may be ordered for use for repairs of products for reselling to end-users, resellers or un-authorized service workshops (customers), for the repair of **out of warranty** products only.

Level 1 spare parts may be resold freely to customers.

Level 2 + Level 3 spare parts may be sold to customers, only if the service partner agrees to provide either a clearly visible link to the below disclaimer page regarding spare part sales - or - to inform the customer of the contents of the disclaimer on the following webpage:

http://tcsupport.custhelp.com/cgi-bin/tcsupport.cfg/php/enduser/std_adp.php?p_faqid=2482

All technical documentation, service related software and spare part documentation or price lists may not be made public or shared with customers in any way, without prior written authorization from the TC Electronic After Sales Manager.

TC Electronic wishes for customers to use authorized service partners as much as possible rather than repair products on their own, and would encourage authorized service partners to add a reasonable mark-up to their own spare part prices to cover applicable administration / handling costs.

1.5. Spare parts handling

All replaced spare parts shall be kept in stock by the service partner, until the end of the month + two additional months. If TC Electronic has not requested the return of the defective spare parts, they may be scrapped locally, though only according to applicable local laws regarding the disposal of electronic waste.

Spare parts orders for replacement parts in a product, shall be paid upon their due date and be re-invoiced to TC Electronic as part of the periodic repair invoice, as well as added to the periodic repair report, following applicable repair report guidelines.

1.6. Stock balancing

Service partners, who have too many spare parts in stock, may return them only via an RMA, at which point TC Electronic will credit (only) the spare parts, with a reduction of a 15% handling fee.

The service partner will bear the return shipping costs.

1.7. Updates

This document may be updated and further information added, in the future.

Last update: November 11th 2009, by Henrik Midtgaard – henrikm@tcelectronic.com