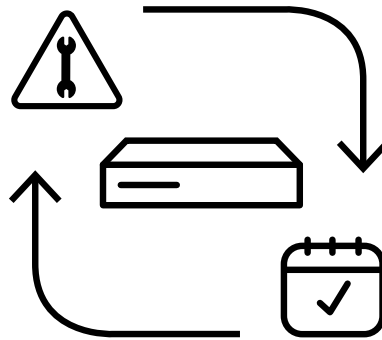


## LANCOM Dead on Arrival Policy



By choosing a LANCOM product, you have chosen the utmost in quality. If your newly purchased device should nevertheless be defective, our LANCOM Dead on Arrival (DOA) Policy reliably protects you: We will provide you with a replacement device in an uncomplicated manner and within the shortest possible time, so that nothing stands in the way of putting your LANCOM device into operation. We will, of course, pick up the defective device free of charge for you.

- Fast replacement in case of failure of selected LANCOM products during or up to 24 hours after initial start-up
- Advance next business day replacement including delivery

**Validity**

- Valid for selected LANCOM products, please refer to the [Service & Support overview](#) for details
- Valid for 30 days from initial purchase of the device via a [LANcommunity partner](#) and within the EU, date of invoice is significant

**Claim**

In case of DOA, you can reach the LANCOM service hotline Monday to Friday from 9 a.m. to 5 p.m. (CET) at +49 (0) 2405 / 49 936-210. Please have the invoice and the serial number of your device ready for the check.

If the report is received until 2 p.m. (CET), we will endeavor to deliver a replacement device on the next working day (Monday to Friday). The defective device will be picked up by a courier service. Shipping is free of charge for you.

**Conditions**

- The device fails to start during commissioning or fails within 24 hours after commissioning
- The advance replacement applies within the EU. In metropolitan areas, you will receive the replacement device by the next working day if you notify us by 2 p.m. (CET). In rare cases, delivery outside of metropolitan areas may be delayed to the following working day.

Parcels cannot be sent on the following days:

**Fixed days per year:** Jan 1st New Year's Day, May 1st Labor Day, Oct 3rd German Unification Day, Nov 1st All Saints' Day, Dec 24th Christmas Eve, Dec 25th 1st Christmas Day, Dec 26th 2nd Christmas Day, Dec 31st New Year's Eve

**Variable days:** Rose Monday, Good Friday, Easter Monday, Ascension Day, Whit Monday, Corpus Christi

For more information about the estimated delivery time to your region (e. g. islands), please visit the [website of the parcel service provider](#).

**Further Information**

All services of the LANCOM Service & Support for LANCOM hardware products and series can be found in the [LANCOM Service & Support overview](#). For further information on the warranty conditions and exclusions, please refer to the [Service and Support Conditions](#).