

Out of Warranty Repair and Exchange Policy

For products no longer covered by warranty, LYNX Technik offers a fixed-rate repair or exchange program. This service applies only to products that have experienced electrical failure and excludes those with physical damage beyond normal wear and tear, or any product that has been modified by the customer. In such excluded cases, a new replacement product must be purchased at the current list price.

Terms and Conditions

1. This policy applies only to current products which are not obsolete. **
2. An RMA must be obtained for any product return. Any product received without an RMA number will be returned to sender unopened, freight collect.
3. Purchase order or payment must be received before any repair work is undertaken.
4. Customers are responsible for all shipping, insurance, import/export fees, and any applicable taxes associated with sending products to and from designated LYNX Technik repair facilities (Weiterstadt Germany; Santa Clarita, California, USA and Singapore)
5. In urgent cases, advance replacements or loan units may be provided upon request, subject to a 25% surcharge on the standard repair cost and dependent on product availability. LYNX Technik reserves the right to return the original repaired product and require the return of the advance replacement or loan unit.
6. Upon receipt of the product, LYNX Technik will, at its sole discretion, either repair the item or provide a replacement. In the case of a replacement, LYNX Technik reserves the right to supply a fully functional factory-refurbished unit or a functionally equivalent product.
7. All repairs and/or replacements have a 90-day warranty.
8. No discounts apply to fixed repair costs.
9. Certain products are excluded from this program. These typically include software and firmware options, components prone to physical damage (such as transport cases and certain mechanical hardware), as well as consumable items like battery packs. In such cases, a replacement product or part must be purchased.

** After a product is discontinued, LYNX Technik will continue to offer support and service for up to five (5) years from the discontinuation date through its extended warranty plan. Products that have exceeded this five-year period are considered obsolete, and no repairs or exchanges will be provided for such products.

LYNX Technik AG