

Although all IGEL devices are thoroughly tested in the warehouse before despatch, occasionally devices can be damaged in transit. To minimise any disruption to our customers, IGEL offers a DOA Scheme where a replacement device is immediately despatched and the damaged device is collected.

The DOA Scheme is a voluntary service without legal entitlement for IGEL customers. To use the service, customers should note:

- Only technical defects are covered, such as "Device will not start" or "no reaction".
- The registration of DOA must be made within 48h of device delivery.
- The original packaging and the complete accessories of the damaged thin client device must be returned in full.
- To enable the exchange and pick-up to take place, a contact name and telephone number are required.

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