

GENERAL REPAIR CONDITIONS

1. Malfunction

Repairs are based on the issues described on the SBS-ticket. For dismountable locks: only the malfunctioning parts should be sent or brought to SBS to minimize the chance of losing mounting material, cables, and so forth.

2. Price

The price of the repair is based on the number of working hours, the call-out costs, the collection and return costs, the costs for analysis, the costs of the materials used, the shipping and administration costs, and the costs incurred by third parties.

3. Costs for analysis

SBS calculates analysis costs for all repairs outside the Imbema warrantee.

4. Stop or continue

a) In case analysis shows that the price of the repair will be at least 15 percent (%) higher than the cost estimate, the customer will be notified and asked whether he/she still wants the repair carried out for the recalculated price. In case the customer refuses the repair offer, only analysis costs will be charged and the product(s) up for repair will be made available to the customer in the condition after the analysis. Only after permission of the customer to continue with the repair, the new cost estimation will be confirmed to the customer and the repair will be carried out.

b) In case the service voucher does not state a cost estimate and the price can only be determined after investigation, the customer will also be asked for the continuation of the repair after costs analysis. The customer has the right to stop or continue with the repair after the costs of repair are announced. Hereby, if the customer does not want its products repaired, only the costs of the analysis will be charged and the product(s) up for repair will be made available to the customer in the same condition as after the analysis.

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5. Warranty

a) SBS provides a three-month warranty on the repair after the completion of the repair.

b) If case of complaints within the three-month warranty period of the repair as mentioned in article 5.a), SBS will only charge additional costs, whereby a new price statement will be made, if:

- Parts need to be replaced and were not replaced during the previous repair.
- it appears that the cause of the complaint is different from that of the previous repair, the costs of the new repair as referred will be charged to the customer.

After renewed repair, the warranty starts again.

6. Picking-up repairs

a) SBS colleagues are working during normal business days between 8.00 and 16.00. Repairs can be picked up by customers at SBS during these working hours or will be sent to customers when agreed beforehand.

b) If a trailer with an SBS- lock is brought in by a customer without previously notifying SBS, or during another time than the agreed timeslot, SBS has the right to forward the trailer to an unattended parking lot near SBS, at the risk of the customer.

c) If a trailer is not picked up by a customer after the repair is done during the agreed timeslot, SBS has the right to forward the trailer to an unattended parking lot near SBS, at the risk of the customer.

7. Liability

Every assignment accepted by SBS is subject to an obligation of best efforts. SBS can never be held liable for results that have not been achieved. SBS is not liable for any damage done to or theft from a trailer that is parked at the unattended parking lot near SBS as described in 6b and 6c.

SBS is only liable for shortcomings in the execution of the assignment that are the result of negligence and incompetence in issuing advice and performing assignments up to the invoiced amount.



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SBS is not responsible for damage done during the transport of dismantled locks to SBS. Repairs of dismantled locks are sent ex-works (according to the ICC Incoterms 2020) from SBS to the customer.

Subject to these repair conditions, the general terms and conditions of Imbema apply.

Any dispute or claim arising from the repair shall be governed by and construed in accordance with the Dutch law