

WEMO Helpdesk conditions

The use of the helpdesk is free during the guarantee period. On expiry of this term customers can make use of the "WEMO Helpdesk service" on the following terms and conditions.

1. The help desk is available from Monday up to and including Saturday, from 6 a.m. to 11 p.m. (GMT+1 hour). For support outside office hours the WEMO helpdesk can be reached on telephone number + 31 073 6407660. On Sundays the helpdesk is not operational.
2. For efficient use of the helpdesk a modem should be at hand.
3. The helpdesk is able to render the following services:
 - Support on solving machine breakdown, if necessary with assistance of a PLC
 - programmer (through modem).
 - Feed-back will be given within 1 hour after the call.
 - Fast supply of parts, as far as they are in stock at WEMO.
 - In case the helpdesk is not able to solve the problem arrangements can be made for the visit of a service engineer.
4. For customers who have entered a service contract with WEMO the first helpdesk hour is free, after that, usual service rates are charged. For customers without a service contract a flat rate of € 150, -- is charged for a maximum of one hour telephone support; for the remaining hours usual service rates are charged.
5. Parts are delivered at the current prices; transport charges are at cost. However, customer should keep the recommended spare parts in stock. If not, and WEMO is able to supply these parts from their own stock, a surcharge will be made.
6. Our helpdesk will endeavour to assist with all requests. However if it is not possible to reach a solution through the helpdesk, we do not accept any responsibility for loss of production or any subsequent claim for consequential damages.
7. In case of abuse WEMO reserve the right to withdraw this service.