

## DESPATCH COSTS – tetraxx Repair Center

We despatch all items via Österreichische Post AG (the Austrian Post Office).

We use only packaging that is in perfect condition.

If you receive a damaged package (*which can sometimes happen in the post*), please open it and check the contents in the presence of the courier. If it is apparent that your item has been damaged in transit, please ask the courier for the relevant form and complete it so that you do not forfeit the insurance cover provided by the carrier. You should also contact the tetraxx Repair Center immediately.

Insured package	Austria / Euro	Austria / Cash on Delivery
Up to 2kg	6.90	12.10
Up to 12kg	7.90	13.10
Up to 20kg	12.00	17.20
Up to 31.5 kg	16.00	21.20
Extra insurance for items valued at over €500: + 0.35% of value of item		
Prices do not include VAT		
Despatch only within Austria		
In the case of private customers and companies with whom tetraxx Repair Center has had no previous dealings, repaired goods and spare parts will only be despatched on a cash-on-delivery basis.		

### tetraxx Repair Center (formerly MCL-Service):

**Contact:**

1230 Wien

Deutschstraße 19

Tel: 0043 1 79 799 7625

Fax: 0043 1 79 799 7619

**Opening times:**

Mon - Weds 8am - 12 noon and 12:45pm - 4:30pm

Thurs 8am - 12 noon and 12:45pm - 7pm

Fri 8am - 2pm