

Bulletin for Cost Estimates and Repairs

Dear Customer,

this bulletin was compiled for you to evince which effort we conduct for the revision and survey of electronic devices and loudspeakers as well as for a cost estimate.

Irrespectively if just a cost estimate, the revision or a reparation or modification is to be accomplished, we have to charge the effort which has occurred. This also applies for assumed faulty electronic devices or loudspeakers, where we cannot find any defect, even within the guarantee.

Hence our request:

Please let your Burmester dealer or distributor ascertain the exact source of defect either at their service center or at your home to avoid unnecessary costs for you.

When sending in an electronic device or loudspeaker:

Please add an order and a precise description of the defect to your electronic device or loudspeaker, answering:

- At which input respectively at which source does the defect emerge?
- Which output is defective?
- Does the defect appear permanently or just sporadically?
- What kind of cables do you use?
- Your (daytime) phone number for possible requests

Following procedure will be carried out with every electronic device or loudspeaker:

1. Current condition: We keep record noting the condition of each electronic device that has been sent to us, whether the packing or the device was damaged and which accessories were included. On the electronic device slip we will note for instance scratches on the fronts, damages to the finish and any quality lack to prevent reclamations. If necessary we will take and add pictures. The electronic device will be cleaned with air pressure.
2. Measuring test with computer: Connection to the Burmester measuring computer, programming the computer to the specific electronic device. Specific and individually programmed measuring trial of approx. 300 measurements. Additionally all operating states will be reconstructed. Examination of the computer measurements.
3. Manual measuring test: Additionally all measurements which cannot be conducted by computer (how the signal path or the operating currents is working individually for instance) will be conducted by hand.
4. Listening test in the studio: Electronic device or loudspeaker will be affiliated in the audio studio, completely wired up and the faulty condition or defect will be identified by reconducting all operating states.
5. If none or further defects occur: We will contact the customer by phone or by fax
6. Cost estimate: Will be generated and if necessary discussed with the customer by phone or we will forward it to him via fax or postal service.
7. Repair is unwanted by customer: Please note that costs for an estimate have to be charged in this case.
8. Make electronic devices ready for dispatch: Electronic device or loudspeaker will be polished, packed with new front protection, new protective cover and if required the packing will be mended or renewed.
9. Freight documents: Will be generated and dispatches will be effected.

For this service we have calculated an approx. need of 2.5 working hours (each 78.00 €), hence charging 195.00 € (plus VAT where required). Furthermore you must pay for the freight charges since we will deliver ex works. Please notice that these costs will be charged for each device or rather pair of loudspeakers.

If repairs will be effected the largely part of the estimated costs can be taken into account since the entry inspection, some of the measurements as well as the freight costs will not be charged twice (provided that the customer takes care of sending-in costs).

If repairs are unwanted, we will only charge the above mentioned amounts for the cost estimate.

Our conscientious, accurate proceeding is appropriate to our electronic devices or loudspeakers as their durability is high and once sent in, are occasionally 10 to 20 years old. Furthermore, we grant even these electronic devices or loudspeakers a new 3-years guarantee for the conducted work.

Please keep in mind the measuring and inspection effort as well as the listening test will be done just as carefully as with new units. This means that the repaired device or loudspeaker is equal in sound and measurements as if a new device.

Packing and Insurance

Please send the electronic devices or loudspeakers in the original packing only. In case you should not have the packing anymore it can be ordered for current electronic devices (please ask your Burmester dealer or distributor for the prices in advance).

Insurance cover only consists – and will be monitored by the carrier – when the packing was prepared appropriately. Loose polystyrene flakes or tissue shreds are not appropriate packing materials as they vary their position due to vibrancy during the transport.

Please note that even though the packing box does not show any superficially damages, insurance cover does not exist and consequently no refund!

Shock-absorbing wrapping and packing is absolutely essential!

Dear customer.

We hope this bulletin helped to accomplish more transparency in our work and supply of service. Please grant us your approval.

Kind regards from Berlin

Dieter Burmester

Place, Date

Customer's name

Customer data: Name:
(printing type please) Street:
 ZIP or City:
 Phone No.:
 E-mail: