

Suppliers of hardware

Terms of guarantee

SecuTix checks with its customers the guarantee and the possible maintenance of the material delivered by SecuTix.
The customer contacts suppliers directly in the event of a hardware defect.

Equipment	Supplier	Hardware maintenance	Options
PC DELL	Inmac-wstore	<p>The warranty covers manufacturing defects.</p> <p>Process :</p> <ul style="list-style-type: none">• Supplier announcement• Phone resolution test• On-site intervention at D+1	
Evolis card printer	ACTS®	<p>The warranty covers manufacturing defects.</p> <p>Process :</p> <ul style="list-style-type: none">▪ Sending defective equipment to the supplier▪ Shipping costs supported by the customer▪ Return shipping costs supported by the supplier <p>Repair in 2 to 4 weeks</p>	
Barcode scanner 2D	EET Europarts	<p>The warranty covers manufacturing defects.</p> <p>Process :</p> <ul style="list-style-type: none">• Sending defective equipment to the supplier• Shipping costs supported by the customer• Return shipping costs supported by the supplier <p>Repair in 2 to 4 weeks</p>	

PDA	<p>Accès Diffusion pour l'Europe</p> <p>Dataphone pour la Suisse</p>	<p>The warranty covers manufacturing defects.</p> <p>Process :</p> <ul style="list-style-type: none"> • Sending defective equipment to the supplier • Shipping costs supported by the customer • Return shipping costs supported by the supplier <p>Repair in 2 to 4 weeks</p>	<p>ACCES DIFFUSION</p> <p>Standard warranty: 1 year in return workshop.</p> <p>The customer returns, at his expense and under his responsibility, the defective material by carrier. The equipment is repaired in the workshop within an average of 5 working days of receipt in the Access Diffusion premises. The material is returned to the customer at the expense of Accès Diffusion in mainland France.</p> <p>Telephone assistance Monday to Friday from 8h to 12h30 and from 14h to 17h (Tel: +33 (0) 4.75.65.77.56) - Email: info@accesdiffusion.com</p> <p>Extended warranty: 3 years in return workshop</p> <p>Terms and conditions of application identical to the standard warranty</p> <p>Breakage Option include:</p> <ul style="list-style-type: none"> • Damaged enclosures • Screens, broken or damaged touchscreens • Broken or damaged keyboards • Antenna caps • Strap • Stylus and cable tether <p>Not covered:</p> <ul style="list-style-type: none"> • Replacement of consumables and/or accessories (bases, covers, cables (power supply or synchronization power supplies) and batteries) <p>-----</p> <p>DATAPHONE</p> <p>Material maintenance contract for 3 years, with broken cover: All maintenance, repair and spare parts costs</p> <p>Repair time 10 days after receipt at the supplier</p> <p>Telephone assistance Monday to Friday from 8h to 17h</p> <p>Excluded from the maintenance contract: Accessories, Consumables and Batteries</p> <p>Total Damage - Total damage occurs when the scanner or motherboard, as well as two other components such as the touch screen, monitor, keyboard, and case, are damaged or broken.</p> <p>Administration fee of 40,00 € per repair</p> <p>Shipping costs The customer contacts the supplier directly</p>
Borne kiosk	kafeine	<p>The warranty covers parts and labor, in case of malfunction.</p> <p>Process :</p> <ul style="list-style-type: none"> • Sending defective parts to the supplier • Shipping costs supported by the customer • Return shipping costs supported by the supplier <p>Repair in 1 to 2 weeks</p>	

Webcam	Kafeine	<p>The warranty covers manufacturing defects.</p> <p>Process :</p> <ul style="list-style-type: none"> • Sending defective equipment to the supplier • Shipping costs supported by the customer • Return shipping costs supported by the supplier <p>Repair in 2 to 4 weeks</p>	
Tickets detector	Kafeine	<p>The warranty covers manufacturing defects.</p> <p>Process :</p> <ul style="list-style-type: none"> • Sending defective equipment to the supplier • Shipping costs supported by the customer • Return shipping costs supported by the supplier <p>Repair in 2 to 4 weeks</p>	
Thermal ticket printer	DOT	<p>The warranty covers manufacturing defects.</p> <p>It does not include replacing the print head as a consumable item</p> <p>except in case of supply of the tickets by DOT Technologie.</p> <p>Process</p> <ul style="list-style-type: none"> • Supplier return announcement • Sending defective equipment to the supplier • Shipping costs supported by the customer • Return shipping costs supported by the supplier (in France only) <p>Repair in 72 hours</p>	
Receipt printer Epson	Infovalis	<p>The warranty covers manufacturing defects.</p> <p>Process :</p> <ul style="list-style-type: none"> • Sending defective equipment to the supplier • Shipping costs supported by the customer • Return shipping costs supported by the supplier <p>Repair in 2 to 4 weeks</p>	

Touch screen	Infovalis	<p>The warranty covers manufacturing defects.</p> <p>Processus :</p> <ul style="list-style-type: none"> • Sending defective equipment to the supplier • Shipping costs supported by the customer • Return shipping costs supported by the supplier <p>Repair in 2 to 4 weeks</p>	
Client screen for displaying basket	Infovalis	<p>The warranty covers manufacturing defects.</p> <p>Process :</p> <ul style="list-style-type: none"> • Sending defective equipment to the supplier • Shipping costs supported by the customer • Return shipping costs supported by the supplier <p>Repair in 2 to 4 weeks</p>	
Cash drawer	EET Europarts	<p>The warranty covers manufacturing defects.</p> <p>Processus :</p> <ul style="list-style-type: none"> • Sending defective equipment to the supplier • Shipping costs supported by the customer • Return shipping costs supported by the supplier <p>Repair in 2 to 4 weeks</p>	
TPE	Contactis	<p>The warranty covers manufacturing defects.</p> <p>Processus :</p> <ul style="list-style-type: none"> • Sending defective equipment to the supplier • Shipping costs supported by the customer • Return shipping costs supported by the supplier <p>Repair in 2 to 4 weeks</p>	

Supplier contacts

ACTS®

Inès RICOL

Téléphone : 04.78.91.56.86

Email : commercial@acts.fr

S.A.S. ACTS - 300, route de Strasbourg - Les Echets - 01700 MIRIBEL - France

Téléphone (support technique) : 04.78.97.35.57

Fax : 04.78.88.61.90

Inmac-wstore

Email : service.clients@inmac-wstore.com

Téléphone : 01 41 84 46 01

DOT technologie

Sandrine ALZON

e-mail : salzon@dottech.com –

21 Boulevard NEY, 75018 PARIS

Tél: 01.44.89.89.89 - Fax: 01.44.89.89.90

e : info@dottech.com

<http://www.dottech.com>

Infovalis

www.infovalis.com

11 allée de la Hardt | ZAC Dietwiller-Schlierbach | 68440 DIETWILLER

Tél : 0950 155 160 | Fax : 0955 155 160

EET Europarts France

38, rue de Mozart

92110 Clichy

Tel: +33 1 41 27 48 50

email: info@eeteuroparts.fr

<https://www.eetgroup.com/fr-fr>

Compte client ID : cecile.boyer@secutix.com

Compte client MP: 24Londres\$

KAFEINE

KAFEINE DEVELOPPEMENT

10 Rue du Galibier

73000 CHAMBERY

Tel : 07.61.25.18.92

sereno.christophe@wanadoo.fr

Accès diffusion

GROUPE ACCES DIFFUSION
ZI les Espinets - 07000 St Julien en St Alban
Tél : +33 (0) 4.75.65.77.56
Email : info@accesdiffusion.com

Dataphone

DATAPHONE AG

Schaffhauserstrasse 611

8052 Zürich

Tél : +41 (0) 44 200 40 40
Email : info@dataphone.ch

Contactis

Contactis

13, rue Gutenberg

91620 NOZAY

Service support: Tel: 0825 825 902

hotline@contactis.com / hotline@mojovida.fr

Le service support est atteignable de 9h-20h les jours ouvrés

Tél : 01 69 63 29 19

Contacts directs : christophe.mesny@mojovida.fr / stephan.seyres@mojovida.fr

Skidata France

Assistance téléphonique (Hotline) et télémaintenance (5 jours / 7 - 8h30-18h).

Les coordonnées du support technique SKIDATA :

- Email : hotline@skidata.fr
- Téléphone : +33 (0) 4 79 84 39 00