

Why should you invest in AXEM Care + for your device?

The extended warranty provides repair or replacement of your device during 3 years and product support from our experienced technical team.

AXEM Care +

3 years warranty

1 year manufacturer warranty + 2 years of extended warranty for maximum flexibility and peace of mind.

Quality, reliability and proximity

Our technical team manage the entire repair process in our premises in **Paris region**. All replacement parts offer **best-in-class quality**.

Express repair

We keep a **security stock** of all spare parts for our devices in our premises to guarantee an express repair of your devices.

Availability 5/7d

Our experienced technical support teams are available from 9am to 5:30pm, 5 days a week.



Standard warranty*

AXEM+ care*

Duration of warranty	1 year	3 years
Battery warranty	6 months	6 months
Discount on repairs due to a failure not covered by the warranty	0%	25%
Creation of a ticket	Online	Online
Diagnostic fee if product out of warranty ³	50 €	Included
Maximum lead time for quotation (excluding warranty) ¹	5 days ¹	3 days ¹
Reset to customer specific configuration	On quotation	Included ²
Maximum leadtime for repair	25 days ¹	5 days ¹
Access to the follow-up and history of tickets (desktop or mobile)	✓	✓
Hidden defect warranty	✓	✓
Shipment costs after repair	Included EU	Included EU
Access to the FAQ	✓	✓

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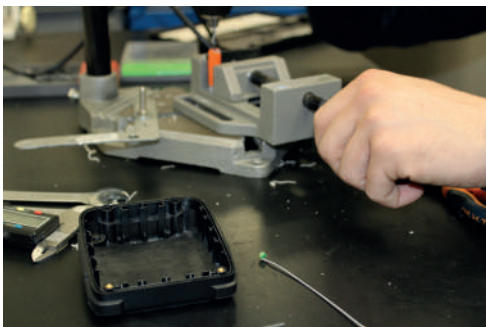
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1: Leadtimes in working days, upon receipt of the material in our premises.

2: Customer needs to provide AXEM Technology with the necessary tools and training. AXEM Technology is not responsible for the proper functioning of the client software.

3: Clients' damages or misuse of products.

*: Warranty only valid if the original manufacturer's tempered glass protection is present.



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AXEM Technology

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Our commitments

1

Advice

We support you in choosing the right products and warranty for your application. With AXEM Care +, you benefit from advice on the use, handling and usage of your products.

2

Sustainability

In accordance with our social responsibility policy, we have made the choice of sustainability: we develop and offer our customers sturdy and durable products.

Through its extended warranty, AXEM Technology is committed to repairing its devices to extend their lifespan.

3

Recycling

We are committed to financing the collection and recycling of electrical and electronic equipment placed on the market in compliance with the WEEE directive.



To know more about our commitments visit our website!



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