

Frequently Asked Questions

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Frequently asked questions

For each of the four services we have answered frequently asked questions:

New & refurbished

▼ [What does "refurbished" mean?](#)

▼ [Is there a functional test?](#)

✓ Can someone help me with the settings?

✓ Where can I find the terms and conditions, delivery information and payment options?



Exchange

✓ What does "exchange" mean?

✓ What do I do if the defective unit is not acceptable?

✓ Is there a functional test?

✓ Do you give support?



Repair

▼ Is the estimate free of charge?

▼ What does a "standard repair" involve?

▼ What are the lead times for standard repairs?

▼ What does the repair mean "from 500 € e.g."?

▼ Is there a functional test?

▼ Are settings or parameters changed?

▼ Do you give support?

✓ What do I do if something is not repairable?

✓ Is an express repair possible?

✓ What are the standard repair times?

✓

✓ Where can I find the terms and conditions, delivery information and payment options?



CONTACT

industry-part GmbH
Robert-Bosch-Straße 33 a
64625 Bensheim, Germany

Tel. +49 6251 98884 30
Fax +49 6251 98884 31

info@industry-part.com
www.industry-part.com





+49 0251 9888430

info@industry-part.com

www.industry-part.com

We are solution-oriented

