



## TECHNICAL PRODUCT SUPPORT FOR VCDS

- Our technical support offer solely applies to the diagnostic software VCDS, sold by us. The respective diagnostic interface must be fully functional.
  - A new, current Auto-Scan is required for every support request. The serial/VIN number must not be edited. The two pre-requisites are: the diagnostic software must be up to date and the PC operating system must meet the system requirements of VCDS.
  - For vehicles that deviate from the standard equipment, a claim for support only applies if the re-/retrofit was installed by the manufacturer. A claim for support does not apply to re-/retrofits that are not approved by the vehicle manufacturer, even if it has been executed with original parts. Also excluded are LPG alterations and performance enhanced vehicles.
  - Furthermore, we do not provide support for the deactivation of defective parts and diagnostic procedures, that would lead to the expiration of the vehicle operating license (for example deactivating defective airbags, defective bending lights, unlocking the TV-function or deactivating the start/stop system).
  - All statements and given instructions are made to the best of our knowledge and with the honest intention to find the most affordable repair method. However, we can not assume responsibility for possible mistakes or false statements.
  - Support requests that reach us after 12 p.m. may need to be processed the following day. We will try to give you a timely response, but we will not guarantee that target dates will be met.
  - Support will only be provided in German.
  - Our support is free of charge if there are problems with the initial installation of VCDS or problems which indicate flaws in the hardware. The solving of installation issues will be billed separately.
  - There is no right of cancellation on support.
  - To ensure fair handling of our support service, the costs will be deducted according to the respective flat rate. This only applies, if there were no independent diagnostic attempts made in advance using VCDS or other testers (like Hella Gutmann or Bosch). If there were previous attempts made, the duration of our support will be charged in AWs (1 AW = 9,45€ net). One work hour equals 10 AWs.
- If the technical problem is based on a malfunction of VCDS or lacking coverage of the control device documentation in VCDS, the support is free of charge.
- When using TeamViewer or Telediagnose for remote servicing, we can not exclude the possibility of us taking notice of your personal data. We do not collect or process any personal data unless it is required to fulfill the contract.
  - Furthermore, please note that, by using TeamViewer or Telediagnose for remote servicing, we can not exclude the possibility of data being transmitted through third countries. The data transmission will be encrypted and take place according to today's standards.
  - We, the contractor, will not assume liability for any damages caused by the violation of generally effective privacy policies relating to personal data and, in particular, the transfer of it in cases where we are the third party. The client must ensure the correct transfer of personal data by themselves.

Please send this declaration, filled out and signed, together with a current Auto-Scan of the vehicle via e-mail to **mail@pci-diagnosetechnik.de** or via fax to **+49 9442 905604**.

**DISCLAIMER OF LIABILITY:**

Company: \_\_\_\_\_ VAT No.\*: \_\_\_\_\_

Contact person: \_\_\_\_\_

Street/House number: \_\_\_\_\_

Post code/City: \_\_\_\_\_

Tel.: \_\_\_\_\_ Fax: \_\_\_\_\_

E-Mail: \_\_\_\_\_

\*Only required for customers from neighboring EU-countries.

- I hereby waive all claims which result/can result directly or indirectly from technical aid or technical support through the company PCI Diagnosetechnik GmbH & Co. KG.
- I was informed that the technical support for repairs and retrofits on the vehicle is connected with costs and that, after sending the signed disclaimer of liability/after the successful support, a support ticket will be charged.
- These costs must also be paid, even if the support does not immediately lead to success. The ticket is valid for one problem case and stays valid until it is resolved or, at most, 4 weeks after the order was placed. Multiple technical problems that appear independently from each other on a vehicle will be billed separately.
- I was informed that by using remote service software like TeamViewer or Telediagnose, an encrypted data transfer to third countries can not be excluded.
- I was informed that I am obligated to adhere to the uphold the legal protection of personal data and transfer of it to third parties, in this case PCI Diagnosetechnik GmbH & Co. KG and that, in case of violations, I am liable for the damage.

I have read and understood the conditions and agree to them.

Date and signature: \_\_\_\_\_

The address you stated above will be used as your invoice address. If you would like to have the billing handled differently, please use an additional sheet of paper for the invoice address. Subsequent changes will not be considered.