

Support and Repair

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Thank you for choosing SKAARHOJ for your professional needs. We are committed to providing exceptional support and service for our products. Please find below our updated repair and support guidelines designed to ensure your satisfaction and peace of mind.

Further down below, you will find instructions on how to ship items for repair at the SKAARHOJ HQ, to ensure that everything runs smoothly through customs etc.

Process for warranty repairs:

- Contact Support@skaarhoj.com
- Skaarhoj Support team will review your fault description. First option is if the issue can be resolved remotely through troubleshooting.
- If the unit needs a repair, we will issue an RMA number as reference for the repair case
- Ship the unit to us using the shipping details below.
- We will repair the unit, double check based on your fault description and ship back to you.

Process for non-warranty repairs – quote up front:

- Contact Support@skaarhoj.com
- Skaarhoj Support team will review your fault description.
- If it is possible to identify the issue and repair requirement immediately, we will provide a quotation for the repair. The quotation will include return shipment after repair, unless if you instruct us to ship on your account.
- Once the quotation has been accepted, we will issue an RMA number as reference for the repair case.
- We will send you a proforma invoice to pay for the repair work. You usually have to pay this before we start, unless you have credit with us.
- Ship the unit to us using the shipping details below.
- We will repair the unit, double check based on your fault description and ship back to you.

Process for non-warranty repairs – initial investigation required:

- Contact Support@skaarhoj.com

- Skaarhoj Support team will review your fault description.
- If it is not possible to identify the issue and repair requirement immediately, we will need for the equipment to be shipped to our factory for investigation. There will be an investigation charge of 1 hour + shipment for this, but this will be deducted from the final repair price, if you choose to accept the quote.
- If you accept return and investigation charge, we will provide a proforma invoice for payment. This is required up front for most customers, except for those with an approved credit.
- Once paid, we will issue an RMA number as reference for the repair case.
- Ship the unit to us using the shipping details below.
- When we receive the unit, we will investigate it and provide you with an updated quote for completing the repair, as well as a proforma invoice to pay the additional costs on top of the investigation charge.
 - In some cases, the repair turns out to be simple, and we will proceed within the already paid investigation fee.
- If you accept the quote and pay the additional proforma invoice, we will repair the unit, double check based on your fault description and ship back to you.
- If you do not accept the quote, we will pack up the unit and ship back to you, as you have already paid the investigation charge including shipping costs.

Shipping Instructions

Packaging

We recommend using the original packaging to ensure the safety of your product during transit. If the original packaging is unavailable, please secure the product with suitable protective materials.

If we are unable to re-use the packaging, which you sent to us, we'll replace with a box suitable for shipment. It may not be looking nicely, though.

Shipping address

Please ship to the following address:

SKAARHOJ ApS
Attn: RMA#
Rosenkaeret 11c,
Ground Floor
2860 Soeborg
Denmark

RMA # corresponds to the RMA number issued by SKAARHOJ Support. If email, phone number or VAT number is required please use the following:

Email: support@skaarhoj.com

Phone: +45 31125252

VAT ID: DK39699583

Special instructions when shipping from outside of the EU.

For international shipments, please include the necessary customs invoice information. Be aware that tariffs and fees may apply for shipments originating outside the EU. Please use the following information:

- Purpose of shipment: Return for Warranty Repair / Return for Non-Warranty Repair.
- Product name: Name of the product.
- Product value: The amount you paid for the product.
- Incoterms: DAP (Delivered at Place) Soeborg, Denmark
- Country of origin: Denmark.
- Taric Code: 8471.80.00
- Description of goods: Other units of automatic data processing machines: Control or adapter units.

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Frequently Asked Questions about Repair and Support

- What is important information to provide, to ensure the process goes smoothly?
 - Exact fault description
 - Connected equipment
 - Software version
 - Contact details
 - Exact return address
- Can I borrow a unit to keep me operational while repair is going on?
 - We might have a rental device that you can use, but we don't always have everything in stock. Please ask our Support staff. If your operation is vital and cannot afford to stop, we suggest planning for redundancy.
- Can I get a replacement up front?
 - Our policy is to repair your product. However, in the rare event that you receive a unit that is dead on arrival (DOA), we will review if a replacement is possible.
- Can I call you for direct phone support?

- Unfortunately, we're not able to provide phone support for your setup. Here's a few good ways to help you:
 - As most of our sales is done through skilled resellers and system integrators, they most likely will be able assist you and already know your setup.
 - Consult our online manual and Wiki
 - Our support staff is ready to help you through email on Support@skaarhoj.com.
 - Can I repair the unit myself?
 - Generally no, but there are a few exceptions. We will guide you if it is possible.
 - Can I get the unit repaired in a location closer than Denmark?
 - No, unfortunately we do not have service centers in any other location.
 - What is the turn-around-time for the repair?
 - Typically 1-2 weeks after receipt.
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