

Paul Wong,  
Tel: +44 1895 878 024  
E-mail: paul.wong@uk.bosch.com

16<sup>th</sup> June 2011

**Notification of:**

- **transfer of our spares & repair activities; and**
- **service interruption dates**

Dear Sir or Madam,

Following on from our letter dated 4<sup>th</sup> May 2011; I now write to provide further information.

**Transfer of spares & repair activities:**

Please note the following:

1. Our Service & Repair activities will transfer to our after sales division in Germany from 5<sup>th</sup> July 2011.
2. All outstanding returns will be transferred automatically to the new facility.
3. All confirmed faulty products 'in warranty' will be collected free of charge.
4. The products will be returned via 'next day' delivery once repaired/exchanged.
5. Spare parts will now be available from the new after sales division.

Benefits the new facility will provide to our customers:

- Greater accuracy and availability of information.
- Increased speed and efficiency of our service & repair offering resulting in faster turn-around times.
- Free collection and return of all 'in-warranty' repairs.
- Increase in quality of repair minimising repeat returns.

Over the past two years Bosch Security Systems in the EMEA (Europe, Middle East, Africa) region have successfully transferred these activities country by country, thus we do not anticipate any issues.

**New Contact Details**

Please find the new contact details to be used from the 5<sup>th</sup> July 2011, for the new repairs function:

**Tel. No: 0800 169 0407**

**E-mail: [RMADesk.STService@bosch.com](mailto:RMADesk.STService@bosch.com)**

**Fax: +49 9421 706 350**

**New Forms**

Please find enclosed a copy of the new RMA form to be used from 5<sup>th</sup> July 2011. Alternatively use the following resources to access electronic copies.

Hyperlink: [http://www.boschsecurity.co.uk/content/language1/html/458\\_ENU\\_XHTML.asp](http://www.boschsecurity.co.uk/content/language1/html/458_ENU_XHTML.asp)

Or

Web-site: [www.boschsecurity.co.uk](http://www.boschsecurity.co.uk) ⇒ 'Customer Care' ⇒ 'Support' ⇒ 'Warranties'  
⇒ 'Related Documents' ⇒ 'Bosch RMA Form'

**Service Interruption Dates:**

Please note that due to IT enhancement works, we will have a limited service offering from Friday 1<sup>st</sup> July to Monday 4<sup>th</sup> July. During this period we will not be able to:

1. Input orders into the system
2. Ship product from the warehouse

All other services remain un-affected. Normal service will be resumed on Tuesday 5<sup>th</sup> July 2011. Please note that all shipments due for Tuesday 5<sup>th</sup> will be shipped as a next day priority.

If you have further questions, please do not hesitate to contact myself or one of the team. I would like to take this opportunity to thank you for your continued support and loyalty.

Yours faithfully,



Paul Wong  
Managing Director  
Bosch Security Systems Ltd.