

pei tel Service Program (PSP) FAQ

1. What is the pei tel Service Program (PSP)?

The PSP is a fixed-price repair service for Motorola products that are no longer covered by the statutory warranty.

2. What advantages do you have with PSP?

- No shipping costs
- Fixed-price repairs
- Saving of up to 24% compared to standard rates
- Prioritized handling (even during the warranty period)
- Six-month warranty on the repair work

3. How much does PSP cost?

The annual fee is € 289.00.

Your agreement with pei tel Communications GmbH runs for one year and automatically renews for another year unless you cancel at least four weeks before the renewal date.

4. How do I submit a repair?

1. Register your repair in our RMA portal: <https://RMA.peitel.com>
2. You'll receive a prepaid shipping label from our carrier.
3. Once we receive your device, we'll analyze and repair it at the fixed price. You'll be invoiced upon return shipment.

Please note:

- If your device is not eligible for PSP or still under statutory warranty, we'll send you a separate cost estimate.
- Custom settings may be lost during repair.

Contact Us

If you are interested or have any questions, please contact us at hello@peitel.com or by phone at +49 3328 9363-0