

Simply the best fixation.



Baitella AG
Thurgauerstrasse 70, CH-8050 Zurich, Switzerland
Phone +41 (0)44 305 80 00, Fax: +41 (0)44 305 80 05
info@baitella.com, www.fisso.com

Zurich, August 2025

Flat-Rate Repair for FISSO Medical Sets and Articulating Arms

To make our repair service even more user-friendly and efficient, we have streamlined the process and introduced a transparent cost structure. Starting August 1, 2025, we will offer an attractive flat-rate repair service for our FISSO medical product sets and articulated arms.

Your benefit: Eliminating repair quotations saves time and speeds up the entire process – ensuring your products are back in operation more quickly. Our goal is to complete repairs within three weeks.

Please note that **by sending** in your product, **the repair is automatically considered commissioned and the respective flat-rate repair fee accepted.**

Shipping address Baitella -FISSO repair department:

Baitella AG
Repair Department
Thurgauerstrasse 70
8050 Zurich
Switzerland

If the initial inspection reveals that a repair is not economically viable or technically feasible, our customer service team will contact you.

Product Preparation

- All items must be cleaned and disinfected before being sent in.
- Please state clearly on the delivery note that the item(s) have been cleaned and disinfected.
- Without proof of proper preparation, we cannot inspect or repair the product. The package will be returned to you unopened

Repair Process

- Standard lead time for repairs is three weeks from the date of receipt
- The repair process includes incoming goods inspection, product evaluation, repair, functional testing, documentation, packaging, and shipping.

Costs

The flat-rate fee applies to repairs only. Shipping and customs clearance are at your expense. For a price information, please contact info@baitella.com.