

# IN-LAB Service

## - When the Clinic does not resolve the matter

- In the shop
  - Inform the customer about the IN-LAB service
  - <http://www.ibas.no/drc/elkjop/>
  - Shop assists customers in the online registration step by step
  - [Order form](#)
  - Shop e-mail the order form to [recovery@ibas.no](mailto:recovery@ibas.no)
  - **Shop charge for the analysis**
  - Shop ship package to Ibas
    - Postal services
- Ibas assumes the responsibility of the customer
  - Receives and register the order
  - Receives unit, perform the analysis, deliver report, receives acceptance, complete the recovery, receives payment
  - Price information: Home User €750 - 1500
    - Windows: €1000,-
    - Mac / linux: €1250,-
  - Ibas returns recovered data to the shop/customer
  - Ibas pays out commision to Elkjøp Nordic per quarter