

Product warranty

GEUTEBRÜCK GmbH, Im Nassen 7-9, 53578 Windhagen ("MANUFACTURER") warrants to the user of its products ("CUSTOMER") that the hardware supplied to the Customer ("PRODUCT") will be free from defects in material or workmanship for a period of 36 months from the date of delivery (warranty period) in accordance with the following provisions. The manufacturer or a company commissioned by it shall rectify such defects at its own discretion and at its own expense by repairing or supplying new or refurbished parts. The warranty does not extend to movable wearing parts for which the limit values for the service life of the affected wearing parts specified in the application descriptions of the PRODUCT have been exceeded. Other claims of the CUSTOMER against the manufacturer, in particular for financial or other damages, are excluded. The contractual or statutory rights of the CUSTOMER against the respective seller are not affected by this warranty.

Claims under this warranty shall only exist if

- the product shows no signs of damage or wear caused by use other than for its designated purpose and in accordance with the manufacturer's instructions (as per the application description),
- the product does not exhibit any characteristics that indicate repairs or other interventions by third parties/workshops not authorized by the manufacturer,
- only accessories authorized by the manufacturer have been installed in the product,
- the serial number has not been removed or made unrecognizable and
- the customer proves that the product has been regularly serviced by an authorized customer service agent within the intervals specified in the product documentation/user manual when asserting the warranty by submitting the corresponding maintenance booklets.

Claims under this warranty require that the customer has contacted their local customer service department (named in the manual/user guide) before sending in the product and has given them the opportunity to carry out a (telephone) fault analysis within a period of [3] days. Warranty claims can then only be asserted by handing over or sending the product to the company named by the customer service department. The warranty claim is also subject to the presentation of the original invoice with the date of purchase. The customer shall bear the costs of sending in and returning the product.

If warranty claims are asserted and the inspection of the product by the manufacturer, a company commissioned by the manufacturer and/or the responsible customer service reveals that there was no defect or that the warranty claim does not exist for one of the above-mentioned reasons, the manufacturer is entitled to charge a service fee according. This does not apply if the customer proves that he could not recognize from the circumstances that the warranty claim did not exist.

This warranty shall apply to any subsequent, future owner of the product to the extent and under the conditions set out above (including the presentation of proof of purchase even in the event of resale).

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The customer has the option of extending the warranty period (36 months) for a period of up to a further 24 months for a fee, subject to corresponding agreement with the manufacturer. The prices for the extension of the warranty can be found in the manufacturer's current price list and/or on its website.

This warranty is subject to the law of the Federal Republic of Germany.