

11 Legal Guarantee

In accordance with German statutory regulations, there is a 2-year legal guarantee on this product for the customer.

The seller will remove all manufacturing and material faults that occur in the product during the legal guarantee period and affect the correct functioning of the product. Natural wear and tear does not constitute a malfunction. Legal guarantee does not apply if the fault can be attributed to third parties, unprofessional installation or commissioning, incorrect or negligent handling, improper transport, excessive loading, use of improper equipment, faulty construction work, unsuitable construction location or improper operation or use. Legal guarantee claims shall only be accepted if notification of the fault is provided immediately after it is discovered. Legal guarantee claims are to be directed to the seller.

The seller must be informed before legal guarantee claims are processed. For processing a legal guarantee claim an exact fault description and the invoice / delivery note must be provided.

The seller can choose to fulfil the legal guarantee either by repair or replacement. If the product can neither be repaired nor replaced, or if this does not occur within a suitable period in spite of the specification of an extension period in writing by the customer, the reduction in value caused by the fault shall be replaced, or, if this is not sufficient taking the interests of the end customer into consideration, the contract is cancelled.

Any further claims against the seller based on this legal guarantee obligation, in particular claims for damages due to lost profit, loss-of-use or indirect damages are excluded, unless liability is obligatory by German law.