

Product Warranty

GEUTEBRÜCK GmbH, Im Nassen 7-9, 53578 Windhagen, Germany (hereinafter referred to as the “Manufacturer”) warrants to the end user (hereinafter referred to as the “Customer”) in accordance with the following provisions that the hardware delivered to the Customer (hereinafter referred to as the “Product”) will be free from defects in materials and workmanship for a period of 36 months from the date of delivery (Warranty Period). The Manufacturer or a company authorized by the Manufacturer shall, at its discretion and expense, remedy such claimed defects by repair or delivery of new or generally overhauled parts. The Warranty does not cover movable consumable parts that have exceeded their respective service life limits as specified in the hardware (product) manuals. Other claims by the Customer against the Manufacturer, in particular claims for damages, are excluded. This Warranty does not affect the Customer’s contractual or statutory rights against the respective seller.

Claims under this Warranty are only valid if

- the Product does not show any damage or signs of wear and tear caused by use that deviates from the normal purpose and the Manufacturer’s specifications (according to the manual/user guide)
- 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 defaced
- the Customer, when making a claim under this Warranty, will provide proof, in the form of a maintenance logbook, of regular maintenance of the Product by an authorized customer service center within the intervals specified in the manual/user guide

Claims under this Warranty require that the Customer contacts the locally responsible customer service center (as specified in the manual/user guide) and gives them the opportunity to perform a fault analysis (by telephone) within a period of [3] days before sending in the Product. Warranty claims can only be made subsequently by handing over or sending the Product to the company designated by the customer service. In addition, the original invoice showing the date of purchase must be presented to make a warranty claim. The cost of sending and receiving the Product shall be borne by the Customer.

If a warranty claim is made and it is determined upon inspection of the Product by the Manufacturer, a company authorized by the Manufacturer, and/or the relevant customer service center that there was no defect or that the warranty claim does not exist for one of the above reasons, the Manufacturer is entitled to charge a service fee according to the published price list. This shall not apply if the Customer can prove that, under the circumstances, it could not have recognized that the warranty claim did not exist.

This Warranty extends to any future, subsequent owner of the Product to the extent and under the conditions set forth above (including presentation of proof of purchase in the event of resale).

The Customer has the option to extend the Warranty Period (36 months) for up to a further 24 months by agreement with the Manufacturer for a fee. The prices for extension of the Warranty can be found in the current price list of the Manufacturer and/or on the Manufacturer’s website.

This Warranty shall be governed by the laws of the Federal Republic of Germany to the exclusion of any provisions in another legal system; the application of the United Nations Convention on Contracts for the International Sale of Goods (CISG) is expressly excluded.

Last updated: August 2023