

Warranty conditions

Please consult your dealer/retailer in the case of a failure or trouble. The manufacturer **daum electronic GmbH** provides the warranty to your retailer according to the following conditions:

1. We guarantee that our products are free of manufacturing and/or material defects.
2. We will correct any problem pertaining to the above categories, with the exclusion of customer claims not related to those categories through upgrading services provided by us. We reserve the right, upon returning of the product in question, to exchange it with another product of the same type and value or, at our own discretion, to take it back against repayment of the amount paid by the customer (deducting overhead costs).
3. Our warranty covers a period of two years for parts and labour in the case of private utilisation of the product, and a period of three months, for parts and labour, in the case of commercial utilisation of the product, in both cases starting on the manufacturing date.

We will fulfil this warranty service provided the customer will pay all freight and transport costs, including those for spare parts, and the cost of any packaging material we should possibly need to use.

Returned devices will only be accepted if in the original packaging.

(see illustration on page 27)

Advance replacement of parts under warranty will be invoiced and delivered against payment (COD). The amount paid will be immediately refunded upon reception of the returned old part by us.

4. All other warranty claims, specially claims for the compensation of direct or indirect damages, or damage to a third party, or damages to other objects, as well as of damages due to failure, and of labour costs, are expressly excluded to the extend authorised by law. Should the repair fail within a reasonable delay, the customer has the right to demand a price reduction or the cancellation (modification) of the contract at his discretion.
5. We decline any responsibility for any wear occurring through normal utilisation. The warranty will be considered null and void if our instructions for mounting and utilising the device are not respected, or if the chemical products we recommend and deliver are not used, or if any modification was made to the device without our prior approval.
6. It is the customer's responsibility to check each one of our deliveries immediately upon reception. Any complaints about missing or defective parts must each be immediately transmitted in writing.
7. We do not guarantee that the delivered product will be suitable for the usage intended by our customer. Extended agreements need to be expressly confirmed in writing.
8. Any technical advice provided by us is formulated according to the best of our knowledge and in good faith, based on our own experience and testing. We do not assume any responsibility for this service, unless serious negligence can be proven on our part.

If you wish to obtain more information on your device, you can visit our service and repair hints web site on Internet (**www.daum-electronic.de**). You can also call us on our repair hotline at daum electronic gmbh

(telephone number ++49 / (0) 911 / 97 536 - 0).

daum electronic gmbh, Fürth