

## Warranty conditions

Our products are subject to strict quality controls? If a device purchased from us fails to work perfectly, we regret it and ask that you contact our customer service office listed below. We are available via telephone at the service hotline stated below.

In addition to the legal warranties, we provide a warranty of 2 years for all devices purchased from us according to the following conditions.

Your legal rights are not affected.

- 1) The warranty period is 2 years from the date of purchase. The warranty applies throughout the European Union and Switzerland.
- 2) Throughout the warranty period, devices with material and manufacturing defects will be either replaced or repaired at our discretion. Replaced devices or parts of devices will become our property. The warranty services neither represent an extension of the warranty period nor the beginning of a new warranty.
- 3) Warranty claims must be made immediately after you become aware of the defect and during the warranty period.
- 4) The following steps are required to apply the warranty:  
Please contact customer services via e-mail, fax or telephone so that we can send you a free shipping label as a PDF via e-mail. Send the defective device to the service address provided with mention of the serial number, using the shipping label and including the original proof of purchase. If the defect lies within the scope of the warranty, you will be sent a repaired or new device. We will bear all return shipping costs.  
In the event of a failure of the repair or to supply replacement parts, the client is entitled to demand a reduction in price.
- 5) Warranty claims are excluded for damages caused by misuse or improper handling, environmental influences (humidity, heat, excess voltage, dust etc.), failure to observe the safety instructions applicable to the device, failure to follow the instruction manual, use of force (i.e. impact, knocking, falls), intervention not carried out by an approved service technician, independent attempts at repairs, shipment in inadequate packaging.
- 6) Defects or damage to the device which are not (or no longer) covered by the warranty will be remedied in exchange for payment of costs. For an individual offer please contact our customer service. In this case the shipping costs will be your responsibility.

WaterRower GmbH  
Customer Service  
Otto-Hahn-Str. 75  
48529 Nordhorn  
Tel.: +49 (0)5921-1798404  
Fax: +49 (0)5921-1798411  
E-mail: [service@waterrower.de](mailto:service@waterrower.de)