

Supplement to Terms & Conditions § 5 Guarantee & Warranty

Status April 2025

1. general

This guideline is the prerequisite for making a claim under guarantee or warranty for our own products. For us, complaints are an opportunity for improvement. However, clear rules and a well-founded examination are essential so that we can work together sustainably.

3. product information & labeling

- (1) Our customers receive all relevant information on product handling from us or via our website. We use all channels to draw attention to proper handling, maintenance and the applicable standards and guidelines
- (2) On our homepage you will find them in the download center and/or for each individual product:
 - our imprint, our terms and conditions, terms of delivery, privacy policy
 - Operating instructions and assembly instructions
 - Installation Report
 - Declarations of conformity and certificates
 - Maintenance Report and planning information
 - Data sheet, tender text, drawing, spare parts drawing
- (3) Each product is provided with a product sticker that must not be removed or altered.
- (4) Our products have fixed batch numbers, which also remain unchanged.
- (5) They are delivered properly packaged. In most cases, the packaging also includes assembly and operating instructions.

2. statutory warranty

- (1) The statutory warranty period is 12 months from delivery of the goods to the buyer.
- (2) Section 433 of the German Civil Code (BGB) - Typical contractual obligations in a purchase contract, Section 437 of the German Civil Code (BGB) - Buyer's rights in the event of defects, Section 438 of the German Civil Code (BGB) - Limitation period for claims for defects. The dealer is obliged to notify defects immediately upon delivery. Later complaints are only admissible if the defect was demonstrably already present at the time of transfer of risk.
- (3) A warranty is expressly excluded for
 - improper installation or use,
 - lack of or inadequate maintenance,
 - missing or incomplete documentation,
 - improper use,
 - natural signs of ageing or wear and tear,
 - Products whose sticker has been removed or made unrecognizable.

3. custom-made products

- (1) Custom-made products are excluded from exchange and return.
- (2) A warranty or guarantee can only be given in the event of verifiable material or manufacturing defects.
- (3) Dimensions and technical specifications must be confirmed in writing by the customer before production release.

4. goods in stock at the retailer

- (1) The warranty period begins upon delivery to the dealer - not upon resale to third parties.
- (2) Extended storage at the dealer's premises does not release the customer from compliance with statutory or contractual deadlines.
- (3) Damage caused by improper storage or natural ageing is not covered by the warranty or guarantee.

5. manufacturer's warranty (voluntary service)

- (1) We grant a voluntary manufacturer's warranty of 24 months on material and manufacturing defects.
Valid only for:
 - professional installation, regular, verifiable maintenance, proper useNot covered are:
 - Damage caused by third-party intervention, missing maintenance logs, expired deadlines, incomplete complaints.

6. complaints process

- (1) Processing is not possible without complete documentation. The following documents are mandatory:
 - our complaint form 1001VF, completed and returned
 - Photo of the complained product
 - Order or invoice numberFor built-in products:
 - Installation Report and maintenance Report
 - Sending in the claimed items
- (2) Our document 'Report for recording complaints' can be used for support.
- (3) A replacement delivery or credit note will only be issued after technical inspection and written approval by us.