

Guarantee conditions and claims:

Kopp provides guarantee in accordance with these terms and conditions in that Kopp

- in case of a justified guarantee claim - will remedy the defect free of charge or
- at their choice - replace the defective product with a non-defective product free of charge.

In case of replacement, the old product will be replaced free of charge by a new product of the same make, quality and type. If the product concerned is no longer produced at the time when the defect is reported, Kopp shall be entitled to supply a comparable product.

Kopp shall not bear the cost for the replacement or dismantling of the defective product or for the reinstallation of the replaced product. Claims other than those relating to the right to correction of the defects stated above shall not be based on this guarantee.

The guarantee term is not extended or renewed by the provision of services under this guarantee. This manufacturer's guarantee relates exclusively to faults or defects in the material, production or design.

The risk of transport shall be borne by the party submitting the defective product. Kopp shall not reimburse any costs of shipping, transport, routing or labour costs.

The guarantee claim can be asserted by handing or sending the product to Kopp within the guarantee period, together with the sales slip/receipt.

Claims for compensation of consequential damage or based on product liability shall be limited to the scope stipulated by mandatory statutory provisions.

These terms of guarantee do not affect statutory claims for defects.

Exclusion

The guarantee does not apply to colour deviations in non-visible parts, for discolouration or fading or other external changes, irrespective of whether such changes are caused by sunlight or other influences affecting the material.

This guarantee in particular does not apply to errors or damage caused directly or indirectly by

- a. incorrect wiring/installation works and improper handling in the course of such works;
- b. installation outside the recommended installation environment;
- c. improper or unauthorised use of the product;
- d. improper maintenance, i.e. maintenance not conducted in accordance with the instructions for use or, in the absence of such instructions, not in accordance with customary practices;
- e. transport or any other form of conveyance of the product;
- f. product modifications not carried out by Kopp;
- g. force majeure;
- h. other errors or damage not caused by material, production or design defects.