

WARRANTY TERMS AND CONDITIONS

Dear customer,

our products are subject to strict quality control. Should a product still not function perfectly, we regret this very much.

In addition to the statutory warranty and in addition to our general terms and conditions, we grant you an extended manufacturer's warranty for certain products marked by us in accordance with the following warranty provisions:

1. ANSMANN AG guarantees the freedom from defects, usability and durability of the materials used during the respective guarantee period to its contractual partners and specialist dealers.
2. The warranty period begins on the date of purchase of the product from ANSMANN AG and is valid throughout the European Union. The exact warranty period can be found in the product description. The following applies to our standard MDT / ANSMANN system family products:
 - a: Motors - 4 years (valid for motors from production year 2020)
 - b: Battery pack MDT - 3 years (valid for battery packs from production year 2020 / residual capacity min. 75% and / or max. 500 full charge cycles). This means that warranty claims are not valid if the remaining capacity is 75%.
 - c: Alternative agreements with our OEM's are possible and still valid. Please ask us in individual cases.
3. Warranty claims must be made immediately after becoming aware of the defect and within the warranty period.
4. ANSMANN AG fulfils a justified warranty claim at its discretion, free of charge, by repair or exchange within the warranty period. In the case of exchange, the old product is replaced by a product of the same type and quality. If the affected product is no longer manufactured at the time the fault is reported, ANSMANN AG is entitled to deliver a similar product. Replaced devices or parts of devices become the property of ANSMANN AG. The warranty service does not result in an extension of the original warranty period, nor does it initiate a new warranty.
5. Warranty claims will be rejected in the event of damage caused by:
 - a: Improper handling / assembly e.g. motor cable damage during installation / torque support incorrectly installed.
 - b: Normal wear and tear.
 - c: Exposure to chemicals.
 - d: Force majeure.
 - e: Interventions that were not carried out by our technical service.
 - f: Unauthorised repair attempts.
 - g: Failure to observe the operating instructions.
 - h: Failure to observe the safety precautions applicable to the product, e.g. deep discharge of the battery.
 - i: Use of force (e.g. blow, push, fall).
 - j: Sending the product in packaging that is not suitable or safe for transport, e.g. motor cable not secured during transport.
 - k: Water / moisture damage.
6. In addition, accessories that are not part of the basic equipment of the product are excluded from the warranty.
7. In the case of a justified warranty claim, there are various ways to contact us. For end users, we ask you to submit claims via the specialist dealer or direct sales partner. The specialised dealer/wholesale contacts the corresponding customer service via the service form. End customers submit their complaint enquiries via their respective specialist dealer. We can only accept a warranty claim if the serial number: AWB (batteries) / ASM (motors) is fully and correctly stated on the customer's purchase receipt.
8. A complaint will only be processed if the attached (and completed) service form and a copy of the sales invoice are provided. Important: Sales invoices from 01.01.2021 onwards must also contain the serial number.
9. The granted warranty is in addition to and does not affect your legal rights.