



## REICH GmbH – Guarantee Conditions

As at 01/2021

### *GUARANTEE CONDITIONS easydriver*

- › infinity (all models)
- › pro (all models)
- › active (all models)
- › basic (all models)

#### 1. Guarantee statement

REICH GmbH Regel- und Sicherheitstechnik, of Ahornweg 37, 35713 Eschenburg, Germany (referred to after this as the manufacturer) guarantees the end customer (referred to after this as the customer) subject to the provisions set out below that the easydriver (referred to after this as the product) will be free of material or processing faults for a guarantee period of 5 years from the date of purchase (the guarantee period). The manufacturer will eliminate such faults asserted at its expense either (at its option) by repairing them or by delivering new or generally reconditioned parts. Other claims by the customer on the manufacturer, especially for compensation in damages, are ruled out. **The customer's contractual or statutory rights, particularly rights under warranty such as rights to rectification, withdrawal, abatement or compensation in damages vis-à-vis the vendor concerned are not, however, affected by this guarantee.**

#### 2. Preconditions and assertion of the guarantee

Claims arising from this guarantee materialise only

- › if the product does not show any damage or signs of wear and tear caused by use deviating from what is normally provided for and from the manufacturer's instructions (as per the instructions relating to assembly and service) such as natural deterioration through corrosion or optical defects,
- › if the product has been treated and used properly,
- › providing the product does not reveal any signs allowing it to be concluded that it has undergone repairs or been otherwise subjected to servicing operations unauthorized by the manufacturer (see list of service providers on [www.reich-easydriver.com](http://www.reich-easydriver.com)),
- › if an accessory and/or spare part, authorized by the manufacturer, was mounted into the product,
- › if the product has only been used for private purposes.

Furthermore, claims under the guarantee materialise only if the following preconditions apply and/or are heeded at the time of their assertion:

- › The product was acquired and installed after 1st January 2015 from a REICH service provider (see list of REICH customer service providers on: [www.reich-easydriver.com](http://www.reich-easydriver.com))
- › The product has to be registered within 4 weeks after purchasing by the customer or the retailer under [www.reich-easydriver.com](http://www.reich-easydriver.com)
- › The original invoice with the date of purchase has to be presented
- › Claims arising from the guarantee may be asserted by the handing over of the product to a REICH service provider or by sending it to the manufacturer at the address shown above

Delivery charges (single and return) are paid by the manufacturer. In order to avoid unnecessary costs, an enquiry should be made – prior to despatching it to the manufacturer – by e-mailing it to [info@reich-easydriver.com](mailto:info@reich-easydriver.com) or phone +49 2774 93050 to establish the preferred method and location of despatch.

If the manufacturer or the REICH service provider has nominated a specific freight company for despatch and though the customer uses a different company, then the manufacturer will not be in charge of the dispatch-costs. If a guarantee-claim is asserted and it is finally proved that there was no mistake caused by the manufacturer or REICH-service provider, the producer will be able to charge a service fee according to the ordinary cost rate. This is not applicable in the cases the customer can prove that it was not possible to indicate the missing guarantee claim.

This guarantee is subject to the law of the Federal Republic of Germany. For companies (§ 14 of the German Civil Code), the agreed legal domicile is the jurisdiction of the manufacturing company.

**Note: Type and serial number can be found on the nameplate of your manoeuvring device.**