



# ERGOPACK WARRANTY CONDITIONS

**ErgoPack Deutschland GmbH as manufacturer of ergonomic pallet strapping systems grants warranty for all new and refurbished systems.**

## 1. WARRANTY PERIOD

- 1.1. The warranty period is 12 months from the date of invoice.
- 1.2. Warranty period can be extended to 24 months by concluding a maintenance contract to be signed on the same day the system is purchased.

## 2. WARRANTY CLAIMS

- 2.1. This warranty applies to all ErgoPack new and refurbished systems.
- 2.2. Warranty claims are to be raised immediately upon awareness.
- 2.3. Warranty claims will only be accepted, if the parts to be repaired or replaced, are provided to us free of charge together with a description of the malfunction or damage.

## 3. SCOPE OF WARRANTY

- 3.1. During warranty period, damages to your system, that occur as a result of manufacturing or material defects, will be covered by repair or free-of charge replacement of the defective parts.
- 3.2. Replaced parts become our property and must only be returned to ErgoPack on request.
- 3.3. Freight charges for returning the defective parts to ErgoPack Deutschland GmbH are always at the customer's expense.
- 3.4. Freight charges for sending back the repaired parts to the customer are borne by ErgoPack Deutschland GmbH. Import duties and taxes are at the cost of the customer.
- 3.5. Repairs, carried out in whole or in part as a gesture of goodwill beyond the warranty period, do not imply any acknowledgement of defect on our part and no legal claim can be derived.
- 3.6. No new warranty period will start for repaired or replaced parts or entire systems. The warranty period, mentioned under item 1, remains decisive.

## 4. EXCLUSIONS FROM WARRANTY

- 4.1. Excluded from warranty are all defects which do not provably result from a faulty design or poor workmanship, e.g.:
  - 4.1.1 Natural wear and tear
  - 4.1.2 Improper maintenance
  - 4.1.3 Disregard of installation and operating instructions
  - 4.1.4 Incorrect processing or use
  - 4.1.5 Use of spare parts not approved by ErgoPack Deutschland GmbH
  - 4.1.6 Repairs and structural modifications not carried out or approved in writing by ErgoPack Deutschland GmbH
  - 4.1.7 Other reasons beyond our control

## 5. PARTS EXCLUDED FROM WARRANTY

- 5.1. Wear parts
- 5.2. Supporting Chainlance ErgoPack AIR
- 5.3. Batteries