

Guarantee



5-year declaration of guarantee

1. General

We grant our trading partners a 5-year guarantee.

Beneficiary under the guarantee

Claims based on the guarantee may be lodged by trading partners.
None of the rights in the following declaration may be transferred.

3. Duration of the guarantee

The guarantee offered by us is valid for 5 years.
The guarantee period begins on the day the goods are delivered to the specialist dealer.

4. Scope of the guarantee

The guarantee covers defects and damages attributable to design faults, manufacturing defects, material defects or faulty workmanship. In this case, we shall assume the material costs incurred by the repair. This shall depend on upstream suppliers still being able to supply original replacement parts. Assembly damage, wear and tear and water damage or any age-related consequential costs are excluded.

5. Exclusion

Any entitlement to replacement shall expire in the event of unauthorized modification of the parts supplied by us. In the case of accessories supplied by suppliers, for instance electrical appliances, lamps, sink units, fittings, waste collectors, etc., the warranty provisions of the respective manufacturers shall apply. The guarantee does not extend to wearing parts, fragile parts like glass, plastic or parts made of rubber or light bulbs and damages and defects resulting from incorrect operation. The only exception to this shall be if the defects and damages are attributable to design faults, manufacturing defects, material defects or faulty workmanship. Likewise, the guarantee does not extend to personal injury and subsequent defects. On principle, colours shall be matched and determined under standard lighting conditions similar to daylight. However, different surfaces and materials react differently depending on the type of light (daylight, halogen light, etc.). This effect is, however, also possible in the case of light-coloured plastic and coatings, even if the material basis and surface structure are identical. Deviations in colour and structure, even in the case of identical colour designations, are unavoidable given the aforementioned influences and do not constitute cause for complaint.

6. Expiry of the guarantee

The right to claim under guarantee shall expire if repairs or modifications are carried out by persons not authorised by the manufacturer.
The guarantee shall also expire completely in the event of failure to comply with individual requirements contained in the guarantee provisions.

7. Guarantee claim

The damages shall be eliminated exclusively by the specialist dealer, or by our customer services as a special arrangement. We must be notified without delay in the event of a defect or damage, resulting in liability under this guarantee. The dealer shall provide a detailed description of the damage. The dealer shall undertake any and all measures to clarify the claim. This means that the dealer must answer our questions truthfully and in full. If a guarantee claim is confirmed, we shall provide the dealer with corresponding replacement materials free of charge. In the event of a claim under the guarantee, we will provide the dealer with the appropriate replacement materials free of charge. Guarantee items do not prolong the term of guarantee nor do they start a new term of guarantee. The term of guarantee for single items / replaced items ends with the general term of guarantee of the complete built-in kitchen.

8. Geographical scope

The guarantee shall apply in all countries in which trading partners are domiciled.

9. Applicable law

guarantee claims shall be governed by German law.