

Warranty regulations

by the manufacturer of installation devices and systems

We, **Günther Spelsberg GmbH + Co. KG**, offer our customers in the electrical and information technology trades a simplified processing of warranty cases as follows:

- For the warranty claims that result due to defective products, a statute period of two years from the time of verified assembly at the end customer is applicable; however, for a maximum of three years from the date of manufacture.
- In case of complaints of defective products within the defined periods, the manufacturer waives the proof of the beginning of the defect.
- The manufacture waives the proof that the end customer is a private user.
- In case of complaints about the defective products, the manufacturer delivers a free-of-cost replacement in exchange, through the wholesale trading within no time.
- In return, the electrician waives the reimbursement of all the other costs of the exchange or the repairs of the defective products; they must be borne by him.

With this simplified processing, the previously practiced method is basically continued, an occurring product defect is solved in a quick, economical and non-bureaucratic manner and hence it corresponds to the interests of manufacturers, wholesale traders, electricians and end customers. The procedure according to this simplified method is optional. That means, the electrician can claim the previously legally provided however complicated warranty processing if the simplified processing causes inappropriate disadvantages for him.