

The following guidelines are valid from 01/01/2002 for Westermann warranty claims.

- 1) For Westermann products in the consumer goods sector (private use) which were purchased from specialist Westermann retailers, the warranty period lasts for a period of 2 years from the date of sale to the end customer.
For Westermann products in the investment goods sector (commercial/professional use) which were purchased from specialist Westermann retailers, the warranty period lasts for a period of 1 year from the date of sale to the end customer.
- 2) The warranty covers defects caused by material and/or manufacturer faults. Any faults arising due to a product or manufacturing defect during the warranty period are accepted and remedied by means of repair or replacement parts by a specialist Westermann retailer.
- 3) Exceptions to this include wear and tear parts such as Bowden cables, starter rope, V-belts, bearings, clutch plates, tyres, air filters, spark plugs, fuel filters, oil filters, sweeping brushes, rubber strips, batteries, etc. provided that they do not exhibit any clear material defects.
- 4) Warranty claims shall generally be excluded in the case of insufficient maintenance and care. Regular maintenance and cleaning of the product according to the information in the Westermann operating instructions is vital. Damage due to maintenance and cleaning work carried out incorrectly cannot be accepted under the warranty.
- 5) The operating instructions and safety information for the respective product must be followed. Damage due to operating faults, improper application or use of accessories not released by Westermann GmbH & Co. KG cannot be accepted under the warranty.
- 6) Please ensure that only original Westermann spare parts and Westermann accessories purchased from a specialist Westermann retailer are used. Using spare parts or accessories other than original Westermann spare parts or accessories can cause subsequent damage and increase the risk of accident. This subsequent damage is not covered by the warranty.
- 7) Only Westermann warranty claims shall apply from 01/01/2002. The information for the warranty claim is obligatory. No exceptions will be accepted. Warranty claims without the required information cannot be processed and shall be returned unprocessed for the missing information to be completed.
- 8) The Westermann machinery and warranty passport (warranty document) must be submitted to the Westermann after-sales service department within 4 weeks of purchasing the product. It must contain details of the end customer, the end customer's signature as confirmation, and a statement of use (private/commercial/professional).
- 9) The warranty period for original Westermann spare parts is 2 years for documented installation by a specialist Westermann retailer (the restriction under point 3 applies to wear and tear parts). For warranty claims relating to the

provision of spare parts or warranty repairs, we request that you store the relevant parts for 2 months after submitting the warranty claim. We shall request the relevant part for inspection if applicable.

- 10) For logistics reasons, only Westermann customer service can order spare parts for warranty purposes from 01/01/2002 onwards. Our telephone ordering service is available from Monday - Friday between 08:00 - 16.30. Please state the item no., serial no. of the relevant device and the customer no. on tel.: +49(0)5931 / 49690-0. You can also order warranty spare parts by fax on +49(0)5931 / 49690-99.
- 11) If your warranty claim is rejected, the spare parts will be charged in line with your standard conditions of purchase. An invoice for the parts will also be issued if no warranty claim has been submitted to Westermann customer service after 4 weeks. If a Westermann spare part for warranty repairs cannot be delivered within a short period (2 working days) and you use an original Westermann spare part from your inventory to repair the damage, our customer service department will arrange delivery of a replacement free of charge once it is available or deliverable. If a spare part can no longer be delivered, you will be compensated the purchase price paid.
- 12) The parts or machinery claimed under warranty must be sent to the Westermann factory in Meppen. The freight charges will be refunded once the warranty is accepted.
- 13) To ensure fast processing, the warranty claim must be submitted to Westermann customer service at the latest 5 days after repairs have been carried out. Warranty claims submitted 3 months after repairs have been carried out can no longer be processed.
- 14) Any previous warranty guidelines and the conditions contained in Section 7 of the Terms & Conditions shall hereby cease to be valid.



Westermann GmbH & Co. KG