

# Warranty Policy



1. In the case of use of Westermann products in the consumer goods sector (private use), which were sold via the Westermann specialist trade, the warranty period is 2 years from the date of sale to the end customer. In the case of use of Westermann products in the capital goods sector (commercial/professional), which were sold via the Westermann specialist trade, the warranty period is 1 year from the date of sale to the end customer.

2. it is to be held with us immediately consultation, if a defect at the equipment is present, since otherwise with self-repair the warranty expires!

The warranty covers defects that can be traced back to material and/or manufacturer defects. All defects that occur due to a Westermann product or production defect during the warranty period will be recognized and remedied by repair or replacement of parts through a Westermann dealer.

3. Excluded from this are wearing parts such as Bowden cables, starter cables, V-belts, bearings, clutch plates, tires, air filters, spark plugs, glow plugs, fuel filters, oil filters, sweeping brushes, rubber lips, batteries, unless these can be clearly demonstrated to be material defects.

4. the warranty claim is generally excluded in case of insufficient maintenance and care. Regular maintenance and cleaning of the product according to the instructions in the Westermann operating manual is essential. Damage due to improperly performed maintenance and cleaning work cannot be recognized as a warranty.

5. The operating instructions for the respective product and safety instructions must be observed. Damage resulting from operating errors, improper use or use of accessories not approved by Westermann GmbH & Co. KG cannot be accepted as warranty.

6. It must be ensured that only original Westermann spare parts and Westermann accessories are used, which can be obtained from the Westermann specialist dealer. If other than original Westermann spare parts or Westermann accessories are used, consequential damage and increased risk of accidents cannot be ruled out. This consequential damage is not covered by the warranty.

7. as of 01.01.2002, only Westermann warranty applications are to be used. The warranty claim information is mandatory. Exceptions cannot be accepted. Warranty claims without the required information cannot be processed and will be returned unprocessed for completion of the missing information.

8. the warranty period for original Westermann spare parts is 1 year for commercial customers and 2 years for private customers (for wear parts the restriction under point 3 applies), if installation by a Westermann specialist dealer is proven. in the case of warranty claims relating to spare parts deliveries or warranty repairs, we ask you to keep the parts concerned on call for 2 months after receipt of the warranty claim. If necessary, we will call in the part in question for inspection.

9. for logistical reasons, the ordering of required spare parts for warranty purposes can only be made via the Westermann customer service from 01.01.2002. Orders can be placed by telephone from Monday to Friday between 8:00 a.m. and 4:30 p.m., quoting the part no., the serial no. of the unit concerned and the customer no. on Tel.: +49 (0) 5931 / 49690-0. In addition, it is possible to forward your order for warranty spare parts to us by fax: +49(0)5931 / 49690-99 or by e-mail [service@westermann-radialbesen.de](mailto:service@westermann-radialbesen.de).

10. if your warranty request is rejected, you will be invoiced for the ordered spare parts at your usual purchase conditions. You will be invoiced even if no warranty request has been received by Westermann Customer Service after 4 weeks. If a Westermann spare part for warranty repairs is not available at short notice (within 2 working days) and you use an original Westermann spare part from your stock to repair the damage, we will provide a replacement free of charge, subject to re-availability or deliverability by Westermann Customer Service. If a spare part is no longer available (NML), the purchase price paid by you will be refunded.

11. the parts or machines complained about are to be sent free to the Westermann factory in Meppen. After acceptance of the warranty, the freight costs will be refunded.

12. The warranty claim must be submitted to Westermann customer service no later than 5 working days after the repair has been carried out in order to ensure rapid processing. Warranty claims received 3 months after the repair can no longer be processed.

13. All previous warranty guidelines as well as the conditions of the general terms and conditions and point 7 hereby lose their validity.

A handwritten signature in blue ink that reads 'Alois Westermann'. The signature is written in a cursive style and is positioned above a horizontal line.