Guidelines for the Warranty of Herth+Buss Articles

We can only deal with a claim to warranty if the following conditions are met:

1. Our fully completed warranty application form must be sent with each part that is subject to a complaint. If important details are missing, cannot be checked against receipts or do not reflect the facts, the application for warranty will be rejected without technical testing. Receipts or corrections submitted later can no longer be considered.

2. The application for warranty must be returned together with the part subject to the complaint within 10 days after occurrence of the damages.

3. The parts that are subject to complaint must be returned to us.

4. Costs for dismantling and installation will be reimbursed in line with the manufacturer's details and DAT upon presentation of the original bill of the date of breakdown. The hourly rate will be reimbursed to a maximum of 65. - EUR per hour. If damages are remedied by the workshop itself, where the initial installation was made, the repair costs will be billed on the basis of a list of costs. The costs will then be refunded without value added tax. The bill for the initial installation must be presented.

5. Credit amounts previously granted may be recalled after the manufacturer has dismissed the issue.

6. Claims to warranty become statute-barred after 24 months from the date of the invoice for the delivered part.

7. Towing costs will be refunded (to the nearest workshop) up to an amount of 100.00 EUR. The warranty means that, at our discretion, we will either remedy the delivered parts or provide a credit note.

The warranty will expire if:

- the item delivered was modified by an outside party or by the installation of parts of another origin or
- the defect is attributable to non-compliance with the law or with regulations issued by us and/or our suppliers governing installation and handling or
- the item delivered has been subject to natural deterioration and wear or
- the defect is attributable to improper assembly, faulty handling or defective maintenance or
- the defect was already identified during purchase.

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WEEE-Reg.-Nr. DE 65183759

Amtsgericht Offenbach HRA 5962
Komplementär: Euro-Autoelektric GmbH
Amtsgericht Offenbach HRB 2531
Geschäftsführer der Euro-Autoelektric

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