Herth+Buss warranty guidelines for Autel

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. In the event of a warranty claim, no credit note can be issued for diagnostic devices and workshop equipment. In such cases, the item subject to the complaint will be inspected, repaired or completely replaced. If the damage to the item in question was caused by the owner, the costs of the inspection, repair or complete replacement will be submitted in a cost estimate. If testing, repair and/or complete replacement is carried out and the manufacturer's right to remedy material defects does not apply (e.g. in the case of damage caused by the owner's own fault or incorrect operation), the work will be documented and subsequently charged together with the spare parts and consumables used.

5. Warranty claims expire 24 months after the date of the invoice for the delivered part.

The warranty shall expire if:

- The delivery item is modified by a third party or by installing parts of third-party origin,
- installation and handling instructions prescribed by law or by us or our suppliers are not followed,
- the delivery item is attributable to natural wear and tear,
- the defect is due to improper installation, incorrect handling or inadequate maintenance, or
- the defect was already apparent at the time of purchase.

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UniCredit Bank AG
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BIC: HYVEDEMM430

USt-ID-Nr. DE 114097248
GLN 40 26736 00000 4 Elparts
GLN 40 29416 00000 4 Jakoparts
WEEE-Reg.-Nr. DE 65183759

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

Holger Drewing | Jens Drewing | Oliver

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