

What you can depend on: Our guarantee explained

25 YEARS GUARANTEE

Gebr. Ostendorf Kunststoffe GmbH (hereafter referred to as "Ostendorf") guarantees that its product brands are free of design, material, manufacturing and instructional defects as a result of faulty manufacturer's instructions. Most relevant herewith is the state of the generally accepted rules of technology at the time of manufacture.

Our warranty is valid for 25 years from the date of manufacture. It refers to Ostendorf products purchased worldwide (with exception to the USA and Canada). The warranty period is not extendable or renewable as a result of services under this warranty, in particular when repairing or replacing current product.

THE GUARANTEE COVERS

- free replacement of products
- the costs of necessary removal and installation in the event of damage up to an amount of 50,000 € per incident.

THE GUARANTEE IS LIMITED TO / VOID IF

- damage is due to standard wear and tear
- during installation, the rules of technology in force at the time of execution were not observed or installation was carried out by non-qualified persons
- the product is not used for its original intended purpose
- damage is caused by a higher force or natural disasters which may lead to the malfunctioning of the products

The rights from the Ostendorf Manufacturer's Guarantee are to be sent via written notification of defects within the warranty period towards Ostendorf and the affected products are to be returned upon request. Ostendorf will verify whether there is a valid warranty claim within the definition of the manufacturer's guarantee. The written notification of defect must be made within 7 days after the error has been detected or could have been detected. It is the clients responsibility to prove that there is no evidence, case limitation and / or exclusion in regards to the terms of the guarantee. For this purpose, the contacting party must provide full proof of the date of manufacture and installation date in a suitable form.

After expiry of this period, the assertion of the rights under the guarantee are no longer valid.

The statutory rights remain unaffected by the Ostendorf manufacturer's warranty. The Ostendorf manufacturer's warranty is governed by German law excluding the validity of the UN Sales Convention. The place of performance for the obligation from the guarantee is Oldenburg (Oldb), Germany. To the extent permitted by law, the place of jurisdiction is the seat of Ostendorf.

The above guarantee conditions apply to all products manufactured from 01.01.2017.