

Warranty conditions of Blumat GmbH & Co KG

Blumat grants a voluntary warranty for any material and manufacturing defects in its products. If a product turns out to be defective under normal use during the period of warranty, it will be repaired by Blumat or replaced. The warranty period begins with the first purchase of a Blumat product by an end customer. The legal provisions covering warranty and product liability apply independently of this warranty.

The following warranty periods apply

- 36 months for private use
- 12 months for commercial use

Conditions for a warranty service are

- original invoice with date
- compliance with operating instructions
- appropriate treatment and care of product

The warranty shall not be valid if one of the following reasons apply

- usual signs of wear and tear
- frost damage, animal bite marks, limescale deposits
- use of non-authorised aids (fats etc.)
- improper or unintended use
- changes or modifications to the product

Claims process

If you want to make a claim under the warranty, contact the dealer who sold you the product or contact us directly. If you have a valid claim, we will either repair the subject of the claim free of charge or replace it. The decision as to whether there is a valid claim under the warranty lies solely with Blumat. Dealers are not entitled to represent Blumat or give promises on behalf of Blumat. The costs for the transport to the dealer or to Blumat shall not be refunded. Breakdown compensation, costs of rental equipment and other compensation for expenses will not be covered.

Goodwill

In the interests of customer satisfaction, we reserve the right to offer a gesture of goodwill. This additional service of Blumat is not subject to any guidelines and is not linked in any way with our warranty conditions. No claims can be justified or derived from any gestures of goodwill even if these are granted repeatedly.

Other

These warranty conditions are subject to Austrian law.