

Guarantee Conditions

Of
META-Regalbau GmbH & Co. KG
Eichenkamp
D-59759 Arnsberg
Germany

(Valid for products purchased after: 2016-01-01)

Our products are subject to strict quality control. We grant therefore a product guarantee on the below mentioned guarantee products that we have produced and placed on the market in accordance with the following provisions.

Your legal guarantee rights are not limited by the following guarantee conditions.

If a guarantee product manufactured by us does not function correctly, we regret this very much and ask you to primarily contact the retailer from whom you purchased the guarantee product. He will undertake the guarantee services for you.

1. Guarantee Products

These guarantee conditions apply to all META static shelving systems except for the following: steel structures & systems platforms, MULTIBLOC shelving & racking and high shelves & multi-tier systems. They also do not apply to accessories (such as doors, rear panels, chipboards).

2. Guarantee Period

The guarantee period is 5 years for new products from date of purchase. Works undertaken under guarantee which have been performed or agreed neither extend nor delay the guarantee period nor do they initiate a new guarantee period.

3. Guarantee Services

During the guarantee period all products under guarantee which exhibit defects of material or fabrication will be repaired or replaced at our discretion and at our expense.

Replaced products or parts of products will become our property at the time of replacement.

Please note that a guarantee claim is excluded under the following additional conditions.

4. Disclaimer of Guarantees

Guarantee claims are excluded for damages resulting from any of these conditions:

- Assembling and installation that does not comply with the operating instructions;
- incorrect or improper use (eg use of a guarantee product as access equipment, overloading);
- Other non-compliance with the operating instructions;

- Repairs, alterations or other interventions or changes in the guarantee product, which were not carried out by professionals authorized by us;
- Use of force (for example, shock, impact, fall);
- external influences (eg fire, weather, vandalism);
- Environmental conditions that do not meet the requirements in user manual (eg too high or too low temperatures)
- Failure to comply with the rules applicable to the product safety precautions;
- normal wear and tear.

The customer is at liberty to prove the absence of causation.

5. Requirements for the Guarantee

Guarantee claims must be made immediately after discovery of the defect and within the guarantee period.

6. Guarantee Processing, Costs

The handling of your guarantee claim is primarily the responsibility of the retailer from whom you purchased the guarantee product. In this way, we want to ensure a speedy and uncomplicated processing of your claim.

Please contact therefore your retailer and hand in the completed guarantee card and proof of purchase. He will report your claim to us and request a repair or a replacement product. We will provide the repaired or replaced guarantee product free of charge to your retailer.

Where necessary, we will inspect the guarantee product on site in order to decide on the existence of a guarantee claim. We ask you to allow our employees or any third party to access the site of the guarantee product.

If the detected error is within the scope of our guarantee, we also bear the investigation costs and return shipment-costs to the retailer.

If you culpably make an unjustified claim, for example, because you could have seen that the defect does not constitute a guarantee claim, we are entitled to charge you for the examination and return costs.

Jurisdiction for both parties is Dillenburg.