

## Warranty and guarantee conditions of eks Engel FOS GmbH & Co. KG

In principle, the current eks AGBs apply unchanged and in their entirety.

Every eks product is subject to careful inspection and strict quality control by eks Engel FOS GmbH & Co. KG. eks Engel FOS GmbH & Co. KG grants an additional manufacturer guarantee to the purchaser, irrespective of the contractual or legal warranty claims of 24 months after the date of purchase.

For the following systems:

### **d-light, e-light, io-light, x-light, pe-light, FIMP**

which are part of the assortment of eks Engel FOS GmbH & Co. KG, applies, that these devices show no material and processing defects on the part of the manufacturer for a period of 60 months from the time of the first purchase (proven by the invoice/purchase receipt).

Within this period eks Engel FOS GmbH & Co. KG will bear the costs of repair, replacement or free substitute of the defective parts in the event of a material or manufacturing defect. Excluded from warranty services are damages due to improper use due to non-observance of the operating instructions, due to misappropriated use or use of unsuitable accessories. Also eks Engel FOS GmbH & Co. KG will not perform any services in case of overload, operation with wrong supply voltage or external influence such as fall or impact.

Normal abrasion or wear of components due to use is not covered by the warranty.

Integrated power supplies and fans are excluded from this warranty from the third year onwards. Replacement devices or parts become the property of eks Engel FOS GmbH & Co. KG.

In the event of replacement, no guarantee can be given that you will receive the same model. For replacement devices or spare parts, the remaining original warranty period applies, but at least a warranty period of 12 months from the date of repair or replacement. A warranty claim shall not be triggered by minor deviations from the nominal condition which are insignificant for the value and usability of the device.

Further claims against eks Engel FOS GmbH & Co. KG such as damages, withdrawal from the contract, reduction or compensation for consequential damages are excluded.

Dismantled, partially dismantled and repaired devices with foreign parts are excluded from the warranty as well as devices on which repair attempts have been carried out by unauthorized persons.

Services under the extended warranty are provided exclusively by eks Engel FOS GmbH & Co. KG itself. The warranty period is neither extended nor renewed by a warranty service provided.

In the event of a warranty claim, the product concerned must be send to eks Engel FOS GmbH & Co. KG in full after requesting an RMA (Return Material Authorization). Together with a copy of the proof of purchase (with product description and date of purchase) and a description of the fault.

Before sending in the devices, please make sure to back up your configuration. eks Engel FOS GmbH & Co. KG is not liable for the loss of this data. The device will be returned to you unconfigured with the current software version.

If eks Engel FOS GmbH & Co. KG can prove that there is no warranty claim, the expenses for troubleshooting as well as for further services in connection with this shall be borne by the customer.

For all other systems:

## **ad-com, e-com, power supplies and accessories**

which are part of the assortment of eks Engel FOS GmbH & Co. KG, the statutory warranty claim of 24 months, proven on the basis of the invoice/purchase receipt, applies.

eks Engel FOS GmbH & Co. KG

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