



GUARANTEE POLICY FOR SURFACES

To us, quality is not an empty word. Our door fittings and window handles are extremely stable and have a long lifespan. Therefore, we provide – in addition to the statutory liability for defects (consisting of subsequent performance, withdrawal, reduction and compensation) – a guarantee for the surfaces (Surface Guarantee) of Südmetall High Coat/Robusta/ABACO brand fittings to the extent defined below and subject to the requirements explained below. The Guarantee relates to the following features:

- The flawless durability of the surfaces
- Production or material errors (e.g. tarnished surfaces, staining, dissolution of the protective coat)

The Guarantee does not relate to defects that have occurred as a result of improper use or influences.

Guarantee Period

The time in which there is an entitlement to a guarantee (Guarantee Period) is 5 years for all Südmetall products with High Coat surfaces, and 20 years for all products with Robusta surfaces and all Südmetall ABACO products. The Guarantee Period begins on the day on which the purchase is carried out by the first end customer. Please direct complaints directly to the vendor and present the product and sales receipt..

Guarantee scope of application

The Guarantee applies worldwide.

Guarantee prerequisites

The prerequisites for a guarantee entitlement are as follows:

- The defect must have occurred within the Guarantee Period when with the first end customer and concern the surface of the product.
- The defective product must be presented.
- Evidence must be provided to prove that the defect occurred within the Guarantee Period, for example by presenting the sales receipt. The sales receipt should therefore be retained for the entire Guarantee Period.

Guarantee coverage

The Guarantee service of Südmetall will only be provided in one of the two following manners:

Free repair of the product at the first end customer, or free replacement delivery of an identical product of the same value.

The right to choose between the two types is that of Südmetall.

Other costs that the Guarantee holder incurs for expenses, postage or other reasons are not included in the Guarantee and will not be refunded.

Care instructions

Only a soft dust cloth may be used to maintain Südmetall brand fittings. Absolutely no chemical cleaning agents may be used. Cleaning must take place at least once a week, so that the product surface is not covered in dust for long.

Guarantee exclusion

This Guarantee excludes all exchangeable individual parts, such as screws, pins etc. This Guarantee also excludes damage caused by the following:

- Unsuitable and improper use
- Incorrect and negligent handling
- Failure to follow care and installation instructions, as well as changes and self-repair
- Chemical and physical effects on the material surface caused by improper use, e.g. damage caused by sharp-edged items and jewellery such as rings etc.

Final provisions

This Guarantee Policy is subject to German law. The place of jurisdiction is Frankfurt am Main, Germany, provided that this can be effectively agreed.

Guarantee provider

SÜD-Metall Beschläge GmbH, Sägewerkstraße 5, 83404, Ainring/Hammerau, Federal Republic of Germany



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