

Warranty conditions

Product guarantee of novotegra GmbH

Warranty

novotegra GmbH guarantees that the components of the assembly system are free from defects in design, workmanship and materials under normal conditions of installation, use, operation and maintenance for a period of 12 years from delivery to the original purchaser, subject to the conditions set out below.

Recognition of a warranty claim is the responsibility of novotegra GmbH. If necessary, recognition can only take place after an independent on-site inspection. In the event of an acknowledged warranty claim, the warranty obligation is fulfilled exclusively by the replacement delivery of the defective component. An extension or a new start of the warranty period does not result from warranty services rendered. On the basis of a promised guarantee, novotegra GmbH has no further obligations and no liability for additional or consequential damage. This does not constitute a restriction of statutory warranty claims and statutory product liability.

Assertion of Warranty Claims

Within the 12-year warranty period, warranty claims must be made in writing within two weeks of the defect becoming apparent. For the assertion of claims, the original purchase receipt must be enclosed as proof of the purchase and the time of purchase from the manufacturer novotegra GmbH. The guarantor is novotegra GmbH, Eisenbahnstraße 150, 72072 Tübingen. The services provided on the basis of this product guarantee are subject exclusively to German law to the exclusion of the UN Convention on Contracts for the International Sale of Goods (CISG). Furthermore, our General Terms and Conditions of Business shall apply in their currently valid version.

Exclusion of warranty

Claims under this warranty do not exist in the event of:

- faulty or improper installation contrary to the specifications in the installation instructions.
- unauthorised modification or unauthorised repair of components.
- unsuitable installation or use of the assembly system.
- improper transport, storage or handling of the components.
- visual defects, insofar as the appearance has no influence on the function of the component.
- Non-observance of the rules according to the state of the art or the static calculation for the assembly system.
- Non-compliance with standards that must be generally adhered to during assembly.
- Damage due to e.g. smoke, exceptional thermal stress, salt exposure or other chemicals.
- natural forces (elementary damage), force majeure, vandalism, destruction by external influences and/or persons/animals.
- incorrectly or incompletely completed data collection forms
- incorrect or inadequate measures and precautions taken to protect the roof sealing
- Use of assumed or estimated coefficients of friction for slip resistance. These must be determined in a suitable manner for each individual project.