

Terms of Guarantee

Product Guarantee of novotegra GmbH

Terms of guarantee

Under the following conditions, novotegra GmbH guarantees that under normal conditions of installation, application, operation and maintenance the components of the mounting system are free of construction, processing and material defects, for 12 years from the date of receipt.

Only novotegra GmbH may approve the warranty claim, and only through an independent test on-site. In the case of an approved warranty claim the liability is effected solely through a replacement delivery of the defective component. An approved warranty claim does not lead to an extension of the guarantee period, nor restart it. Subsequent to an accepted warranty claim, no further commitments and liabilities for additional and subsequent damages for novotegra GmbH exist. Thus a limitation of the legal warranty claims and the legal product liability is not given.

Warranty claim

In order to file a claim within 12 years, you must notify novotegra GmbH in writing within two weeks of the detection of the fault and supply the purchase date, the original order confirmation and delivery note from novotegra GmbH as proof of purchase. The guarantor is novotegra GmbH, Eisenbahnstraße 150, 72072 Tübingen. The areas covered by this guarantee are based upon German law principles with the exclusion of UN purchasing law (CISG). Furthermore, our general terms and conditions apply in addition to this guarantee.

Exclusions

Warranty claims under this guarantee cannot be made in case of:

- Faulty or incorrect installation according to the installation instructions.
- Unauthorised modifications or repairs.
- Inappropriate installation or use of the mounting system.
- Inappropriate transportation, storage or handling of the components.
- Optical deficiencies in so far as the appearance does not have any influence on the performance of the component.
- Incorrect installation according to the static calculations, or installation instructions of other components (for example, the solar module).
- Failure to comply with universally valid norms that have to be respected during installation.
- Damage through e.g. smoke, exceptional thermal stress, salt loading or other chemical products.
- Forces of nature (natural hazard), force majeure, vandalism, destruction through external influences and / or persons / animals.

The cost to novotegra GmbH for the removal and return of the defective component as well as for the re-assembly of the delivered component are excluded from this guarantee.