

Information sheet on 4-year guarantee

If you register in the Allmatic service app, you can extend our statutory warranty of 2 years for certain products listed in the app for registration to a **4-year manufacturer guarantee**.

The following information only applies to our 4-year manufacturer guarantee. Our statutory warranty, also described in more detail in §8 of our General Terms and Conditions (GTC), is not affected by our 4-year manufacturer guarantee.

1) Type and content of the guarantee

With the extended 4-year guarantee, we ensure free repair of the vice within the guarantee period which can be verifiably traced to a material or production defect in accordance with the following regulations.

However, the following parts or causes of faults do not count a priori as material or manufacturing faults:

- wear parts and defects as a result of use or other natural wear (such as scrapers, gaskets and clamping jaws),
- defects caused by incorrect storage or use, in particular due to lack of or insufficient maintenance,
- defects caused by incorrect electrical connection by the customer or failure to observe the VDE directives,
- defects on the vice due to the use of accessories or replacement parts which are verifiably not original Allmatic parts.
- defects as a result of insufficient observation of operating and maintenance instructions.

Defects recognised by us as subject to guarantee are remedied at our discretion by free repair or replacement by a fault-free vice (possibly also a successor). Replaced vices or parts become our property.

If a clamping system is repaired or replaced by Allmatic which is not covered by a warranty or guarantee, the customer then has a statutory warranty claim of 24 months from the date of replacement or repair. However, even in the case of a guarantee claim or repair, the guarantee period for our 4-year manufacturer guarantee remains valid 4 years from the original beginning of the guarantee.

2) Conditions

The condition for the extension to a 4-year guarantee is a valid registration of an Allmatic product included in the service app within 30 days of the date of the delivery note.

An extension to a 4-year guarantee is currently available for the following clamping systems of Allmatic (products included):

- NC8 90/125 M/125 L/160/200/200 Heavy Duty
- TeleCentric 70 K/70 M

Deadline for an extended 4-year guarantee: registration must be carried out in the service app within 30 days from the date of the delivery note. The customer can register in the service app at a later date and benefit from the advantages, but this excludes an extension of the warranty to a 4-year guarantee.

Registration process: On the above-mentioned clamping systems, there is a QR code on the name plate. By scanning the QR code, the customer can open a registration page. There, the customer fills in the registration form and confirms the entries. Registration is only effective if the purchaser confirms his agreement to storage of his or her data to be entered in the registration form by ticking the appropriate box.

If this registration is effective and completed for an included Allmatic product within 30 days from the date of the delivery note, a 4-year guarantee is automatically stored and the customer receives a confirmation message for the registration of the 4-year guarantee.

3) Beginning of the guarantee

The 4-year guarantee is activated via an effective registration in the Allmatic service app and is valid for 4 years from the date of the delivery note. In the case of a guarantee claim, the customer must provide evidence of the delivery date with the delivery note of the manufacturer or dealer and in cases of doubt also the valid registration in the service app (e.g. with the confirmation message).

4) Processing of a guarantee claim

The guarantee claim must be asserted within the guarantee period. This requires written notification to Allmatic and the relevant vice or vice spindle must be sent to Allmatic-Jakob Spannsysteme GmbH in Unterthingau, Germany, with suitable protective packaging.

The customer must send the product under guarantee to Allmatic in accordance with the FCA conditions of delivery (Incoterms 2010). Other conditions, for example for packaging or any de-installation and installation costs, are borne by the customer. The costs for returning the goods after repair are borne by Allmatic in accordance with the delivery conditions CPT (Incoterms 2010) if a guarantee case is valid and return is carried out within the customs territory of the European Union. If goods are sent from a territory outside of the customs territory of the European Union (third country pursuant to the Außenwirtschaftsgesetz AWG §2 para. 8 = German Foreign Trade and Payments Act)), Allmatic processes the return pursuant to the terms and conditions of delivery DAP (Incoterms 2010), if a guarantee case is valid.

At the request of Allmatic, the original delivery note must be presented as proof of the guarantee period. Processing of the 4-year guarantee by dealers is excluded.

5) Limitation of warranty

When you purchase an Allmatic product, you receive a statutory warranty of 2 years for all product groups, accessories and repairs. The extension to a 4-year guarantee does not affect the statutory warranty rights. In the event of cases not mentioned in this guarantee information, the statutory regulations of the warranty and §8 of our General Terms and Conditions (GTC) apply.

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