

Important customer information about our warranty conditions.

The following warranty conditions apply exclusively, as of 25.04.2023. These replace the warranty conditions in the operating instructions. The current warranty conditions can be viewed at any time at steinel.de.

Manufacturer's guarantee from STEINEL GmbH, Dieselstraße 80-84, 33442 Herzebrock-Clarholz, Germany.

All STEINEL products meet the highest quality standards. For this reason, we as the manufacturer are pleased to provide you, the customer, with a guarantee in accordance with the following conditions: The guarantee covers freedom from defects which are demonstrably due to a material or manufacturing fault and which are reported to us immediately upon discovery and within the guarantee period. The guarantee covers all STEINEL Professional products purchased and used in Germany.

Our guarantee services for consumers

The following regulations apply to consumers. A consumer is any natural person who is not acting in a commercial or self-employed capacity when concluding the purchase. You have the choice of whether we provide warranty service by repairing the product free of charge, replacing it free of charge (if necessary with a successor model of the same or higher quality) or issuing a credit note. The warranty period for your purchased STEINEL Professional product is as follows

- for sensors, spotlights, outdoor and indoor luminaires: 5 years
- for hot air and hot glue products: 1 year

in each case from the date of purchase of the product. We bear the transport costs, but not the transport risks of the return.

Our guarantee services for entrepreneurs

The following provisions apply to entrepreneurs. An entrepreneur is a natural or legal person or a partnership with legal capacity who is acting in the exercise of his or her commercial or independent professional activity when concluding the purchase. We have the choice of providing the warranty service by repairing the defects free of charge, replacing the product free of charge (if necessary with a successor model of the same or higher quality) or issuing a credit note. The warranty period for your purchased STEINEL Professional product is as follows

- for sensors, spotlights, outdoor and indoor luminaires: 5 years
- for hot air and hot glue products: 1 year

in each case from the date of purchase of the product. Within the scope of the warranty service, we do not bear your expenses necessary for the purpose of subsequent performance and do not bear your expenses for the removal of the defective product and the installation of a replacement product.

Statutory rights to defects, gratuitousness

The services described here apply in addition to the statutory warranty claims - including special protective provisions for consumers - and do not limit or replace them. The exercise of your statutory rights in the event of defects is free of charge.

Exceptions to the guarantee

Expressly excluded from this guarantee are all replaceable light sources. Beyond that, the guarantee is excluded:

- in the event of wear and tear or other natural wear and tear on product parts or defects in the STEINEL Professional product caused by use or other natural wear and tear,
- in the event of improper use of the product or failure to observe the operating instructions,
- if attachments, conversions or other modifications have been made to the product without authorisation or if defects are due to the use of accessories, supplements or spare parts that are not original STEINEL parts,
- if maintenance and care of the products have not been carried out in accordance with the operating instructions,
- if mounting and installation have not been carried out in accordance with STEINEL's installation instructions,
- in the event of transport damage or loss.

Validity of German law

German law shall apply to the exclusion of the United Nations Convention on Contracts for the International Sale of Goods (CISG).

Enforcement

If you wish to make a claim under the guarantee, please send your product complete with the original proof of purchase, which must include the date of purchase and product name, to your dealer or directly to us, STEINEL GmbH - Reklamationsabteilung-, Dieselstraße 80-84, 33442 Herzebrock-Clarholz. We therefore recommend that you keep your proof of purchase carefully until the warranty period has expired.

