

## **Guarantee:**

In addition to the statutory warranty, we give you a manufacturer's guarantee for our own products. Should a case of guarantee occur with respect to a product from a third-party-manufacturer the guarantee conditions of the particular company apply.

For our products we provide a 6-month-guarantee after delivery. If our products are re-sold during this period, the claim under guarantee devolves to the new owner.

Should a case of guarantee occur with respect to one of our products, please contact us at:

USOVO, Owner Peter Urban  
Auf der Emst 15  
58638 Iserlohn  
Germany

Tel.: +49 (0) 2371 – 150845  
Fax: +49 (0) 2371 – 150846  
E-Mail: info@usovo.de

## **Our Guarantee Conditions:**

1. During the period of guarantee of 6 months from the date of sale onwards, any items being defective because of material and/or manufacturing faults will be either replaced or repaired. We will be entitled to choose between replacement and repair.
2. Should we exchange an item in whole or in part, the exchanged old components will pass into our property.
3. Any repair or exchange covered (in whole or in part) by the guarantee will neither cause an extension of the guarantee period nor trigger the commencement of a new guarantee.
4. We request you to notify us of any defect without delay as soon as you have noticed the corresponding defect.
5. The claim under guarantee has to be proofed with the original invoice.
6. Please pack the defective item properly, so that it cannot be damaged during shipment, and send it to our address mentioned above. Please also enclose the original sales receipt to the parcel.
7. If the defect is covered within the framework of our guarantee promise, we will either repair or exchange your item free of charge. In this event, the return shipment costs will likewise be borne by us.
8. Should it turn out, after an examination performed by us, that the defect is not covered by the manufacturer's guarantee, we will contact you and discuss the further course of action with you. In this event, you will have to bear the return shipment costs.

## **The guarantee claim does not extend to:**

- Wear and tear components (such as gaskets, ball bearings)
- Fragile components (such as acrylic glass lids of tool magazines)
- Consumable materials (such as moulding cutters)

- Minor deviations from the target quality, which have no influence on the product's actual utilisation value (such as optical deviations)
- Damage caused by the insertion of dirt/filth (such as moulding cutter dust)
- Operating errors, failure to observe the directions for use
- Damage caused by outside factors (such as chemicals, heat, dampness, dust, excess voltage)
- Damage attributable to normal wear and tear
- Damage having arisen as a result of wilful/deliberate damaging
- Defects relating to the product, which have been caused by transport or assembly
- Consequential damage, which has occurred because of a product defect
- Improperly installed products or improper initial operation of products
- Damage caused by insufficient or incorrect/deficient maintenance
- Damage caused through improper usage of our products (such as damage to a spindle/shaft running in continuous commercial operation although it is only suitable for hobby operation)
- Damage, in respect of which unauthorized repair attempts have already been made
- Damage caused by force majeure or natural disasters