

neudoerfler

Spare parts warranty for wear parts



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Company register court: Eisenstadt, FN 125768d, DVR: 11592, VAT No.: ATU20952707

Disclaimer: Neudoerfler, together with Bene and Hali, is one of the leading companies in the European office furniture industry. Due to our high standards of quality, we share common principles and guidelines. In order to guarantee uniform standards group-wide, information is exchanged between Neudoerfler, Bene and Hali. This results in mutually beneficial efficiency gains and synergy effects.

Spare parts warranty for wear parts

Any legal claims notwithstanding, Neudoerfler Office Systems GmbH (hereinafter “Neudoerfler”) provides a warranty of 10 years from the date of delivery on material and manufacturing defects for wear parts (see RL ZU 06) of the furniture sold under the brand Neudoerfler Programm Motion.

Warranty services

Neudoerfler provides a warranty for wear parts if the cause of the defect can be traced back to a material, construction or manufacturing fault. In the event of a warranty claim, Neudoerfler guarantees to repair or replace the wear part at its option and where economically viable.

The warranty may also be fulfilled by Neudoerfler offering a successor wear part; this must be as comparable as possible with regard to the scope of performance and quality criteria, and be compatible with the parts already delivered. Product-specific properties that do not represent a quality defect (e.g. colour deviations, etc.) shall not impede proper fulfilment of the warranty.

Requirements for making claims under warranty

The requirements for making a claim under warranty are the immediate, written and prompt notification of the damage upon presentation of the invoice and the provision of an accurate description of the damage to Neudoerfler. Notification of damage is deemed to have been submitted on time if it is sent to Neudoerfler within the warranty period and is addressed to the location shown on the invoice. Should the location no longer exist, the warranty claim must be sent to the head office of Neudoerfler. This warranty declaration applies solely for the wear parts of products purchased in Austria. Neudoerfler reserves the right to demand the return of the damaged wear part before replacing it.

Start of warranty period

The warranty starts on the date of despatch from the factory. The warranty applies exclusively to the first person who purchased the furniture of the Neudoerfler Programm Motion brand directly from Neudoerfler or through an authorised Neudoerfler retailer. Claims are non-transferable.

Warranty limitations and exclusions

Wear parts for products made to order and/or for Neudoerfler Programm Motion products that were produced using materials and/or plans supplied by the customer are not covered by the warranty.

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The warranty does not cover:

- natural wear and tear of wear parts (such as, in particular, colour fastness);
- damage caused by intentional or grossly negligent behaviour or as a result of force majeure;
- damage caused by improper use, improper handling or failure to observe the Neudoerfler operating and care instructions;
- damage caused by improper maintenance or repairs;
- damage caused by extreme climatic conditions or environmental factors (in particular acidity, moisture);
- damage caused by materials supplied by the user or processed on request, or damage caused by deviations from the standard version that are requested by the user;
- improper transport or assembly by third parties;
- broken glass and products deemed to be consumables (e.g. light bulbs, batteries);
- products of other manufacturers.

Electrical components are covered solely for the statutory warranty period. Neudoerfler Office Systems GmbH is liable only for remedying faults with Neudoerfler wear parts and not for direct or indirect consequential damage or legal costs.

This warranty declaration and its implementation are subject to Austrian law to the exclusion of the provision of international private law and the United Nations Convention on Contracts for the International Sale of Goods, to the extent an exclusion is legally permissible. The jurisdiction for all disputes arising from for in connection with this warranty declaration is – where legally permissible – Neudörfel.

The warranty conditions are valid from 01.06.2019 and until further notice.

Service and care instructions

For delivery information, advice, assembly, complaints and additional work, please contact our customer services on +43 2622/77444-399 or send an email to kundenservice@neudoerfler.com.

You can find care instructions and our applicable general conditions of sale and delivery on the internet at www.neudoerfler.com (Service section).

As at April 2019

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