Warranty. Hailo TP1

Dear Customer,

Our products are the subject of strict quality controls. We therefore issue a warranty on Hailo TP1 - Stairs platform (Guaranteed Products) purchased from us subject to the following conditions:

Your statutory rights of warranty are not limited by the following conditions of warranty.

We very much regret if one of our Warranted Products does not function properly and advise you to contact our after sales service referred to below. We will willingly offer assistance by telephone under the service hotline referred to above.

1. Warranty Period and Territory

The term of warranty is 10 years (applies to non-commercial use).

Any works performed or agreed under warranty do not extend or impede the term of warranty, nor do they renew the warranty period.

2. Scope of Warranty

During the term of warranty Warranted Products which evidence material or manufacturing errors regarding aluminium and steel parts, shall, at our option, be either repaired or replaced at our expense.

Title to any products or parts exchanged shall pass to us on exchange.

Please note that a claim under warranty is subject to the following conditions:

3. Conditions for your Claim under Warranty

Claims under warranty must be notified to us without delay after discovery of the error within the warranty period.

Notice of the claim is to be given to our after sales service by email, facsimile or by telephone. You will receive from us a prepaid shipping label by email (pdf file) or by post.

As soon as you have received the prepaid shipping label you are obliged to return the faulty product to the service address referred to below as soon as possible using the shipping label and enclosing the warranty card below together with your original sales receipt postage free.

Valid for products produced on or after 1st October 2017

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4. Cost

Where the error ascertained falls under our warranty you will receive back from us a new or repaired product. The inspection and return shipment cost will be borne by us. Where you culpably submit an unwarranted claim, e.g. if you could have detected that the error does not fall under our warranty, we shall be entitled to invoice you the inspection and return shipment cost.

A Claim under Warranty is subject to the following Conditions

1. The appliance concerned must be clearly identifiable via its serial number;
2. External factors such as fire, vandalism, unauthorised interference, excess temperatures etc. or normal wear and tear have been eliminated as the cause;
3. A modification of the devices by unauthorized Hailo employees/partners did not cause the damage;
4. The appliance has been properly installed, used, repaired, and maintained in accordance with the instructions for use, more particularly:
   a. Installation, setup and assembly are carried out professionally according to the instructions for use and the assembly instructions;
   b. Repairs are carried out professionally by a Hailo employee/partner. If you carry out the repair by yourself or by a service technician not authorized by Hailo, it is a prerequisite for the warranty claim that the fault was not caused by the repair;
   c. The appliance in question is used exclusively in conjunction with compatible products.

The Scope of Performance and Warranty does not include the following

1. The cost of replacement parts which are subject to particular wear and tear (e.g. batteries) and of consumables; maintenance of accessories, alterations, fittings or other equipment;
2. Electrical works external to the products;
3. Damage caused by non-compliance with the ambient conditions prescribed by the instructions for use;
4. Damage caused by improper or incorrect handling;
5. Damage caused by environmental influences (moisture, heat etc.);
6. Damage caused by non observance of safety precautions applicable to the product;
7. Damage caused by non observance of the instructions for use;
8. Damage caused by the use of force (e.g. a knock, blow, fall);
9. Damage caused by interference (changes or repairs) which were not carried out by Hailo authorized service personnel or which were carried out by yourselves;
10. Damage caused during shipment due to unsuitable packing.

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Warranty Card.

In the event of a warranty claim please contact the after sales service referred to here. Detach this card, fill it out legibly and send it with the defect Warranted Product together with the original sales receipt to the following service address:

Hailo USA inc.
4751 Best Road, Suite 396,
College Park, GA 30337
U.S.A
Phone: +706-286-8484
Fax: +706-286-8870
Email: info@hailo.us

Appliance / Article Description _____

Date of Purchase _____ (including sales receipt)

Description of Error

Name _____

Address _____ Post Code / Town _____

Phone _____ Fax _____

Date _____ Signature _____

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