



## **General warranty conditions**

Our products are subject to strict quality control.

If the products purchased from us can not work properly, we deeply regret and kindly ask you to contact the customer service listed below.

### **CEM TEST INSTRUMENTS GmbH**

Hermann-Köhl-Straße 7

28199 Bremen, Germany

Tele. +49 (0)4219601-370

Fax +49(0)4219601150

Email: [info@cem-instruments.de](mailto:info@cem-instruments.de)

### **1) Warranty for private clients**

If sold to a private customer, the warranty period is **two years** and starts with delivery / collection of goods. The warranty applies to the EU and Switzerland. Nevertheless, if the customer finds defects within six months of "risk transfer "(i.e. after delivery), CEM Instruments is obliged as seller (distributor, supplier): CEM Instruments must prove that the goods are intact at the time of delivery. After the expiration of six months, the obligation to provide evidence changed: from then on, the customer had the responsibility to prove that the goods had been defective at the time of delivery.

### **2) Warranty to Commercial Customers**

At the time of sale to a commercial customer, according to the seller's general terms and conditions (GTC), the warranty period is usually one year. However, the company must check the goods directly at the time of "risk transfer "(receipt of the goods) to determine the defects. If a defect is found after receiving the goods, it is the responsibility of the commercial customer to prove that the defect already exists "Risk transfer ".

**3) The warranty claim must be filed immediately after understanding the defects within the warranty period.**

**4) During the warranty period, the equipment with defects due to material and manufacturing defects will be repaired or replaced at our own discretion. The replacement equipment or part of the equipment will be transferred to our property. the warranty will not extend the warranty and will not initiate a new warranty.**



**5) The following steps are required to implement the warranty:**

Please contact customer service by email, fax or telephone. you send the defective equipment to the above service address with the following warranty card and original purchase receipt. If the defect is within our warranty, you will receive a return of the repaired or new equipment. Delivery and maintenance costs are borne by the CEM Test Instruments GmbH/ manufacturer.

**6) Not covered by the warranty are:**

- Abuse or improper treatment
- Environmental impact (humidity, heat, overvoltage, dust, etc)
- Failure to comply with safety measures applicable to equipment
- Failure to comply with user manuals
- Use of force (e.g. strike, strike, fall)
- Intervention without our authorized service address
- Self-repair test
- Defects known to the buyer at the time of purchase

**7) For Equipment defects or damage not covered (or no longer covered) by warranty, we will repair at the cost of customer. For personal offers, please contact our customer service. In this case, the freight is at your expense.**

### CEM TEST INSTRUMENTS GmbH

**01.01.2019**



**Warranty card**

For warranty, please contact the customer service provided here , clearly fill this cardout, and send it with the defective device to the following service address with the original purchase receipt:

**CEM TEST INSTRUMENTS GmbH**

Hermann-Köhl-Straße 7

28199 Bremen, Germany

Tele. +49 (0)4219601-370

Fax +49(0)4219601-150

Email: [info@cem-instruments.de](mailto:info@cem-instruments.de)

Customer Name \*: \_\_\_\_\_

Tel : \_\_\_\_\_

E-mail address : \_\_\_\_\_

Date of purchase \*: \_\_\_\_\_

product name and model \*: \_\_\_\_\_ \*

Quantity \*: \_\_\_\_\_ S/N: \_\_\_\_\_

invoice number : \_\_\_\_\_ (if necessary, please attach the invoice.)

**Error Description::**

Date: \_\_\_\_\_

Signature: \_\_\_\_\_