

VVG Manufacturer Warranty (As at 01. April 2017)

All VVG electrical tools, compressed-air tools and manual tools (hereinafter referred to as “VVG Tools”) are meticulously inspected, tested and are subject to strict controls of VVG Quality Assurance.

Therefore VVG issues a warranty for VVG Tools in accordance with the following warranty terms and conditions:

1. VVG provides a warranty for the VVG Tools in accordance with the following regulations in No. 2 to 7. The warranty performance is comprised of the free-of-charge rectification of defects on the VVG Tool, which are verifiably based on a material or production defect within the warranty period. The warranty is only valid for tools, which are purchased and used in Europe.

2. The warranty period is 24 months, for commercial or professional use or equivalent stress, it is 12 months. The warranty period begins with the purchase by the initial purchaser. The date on the original purchase receipt is decisive for the specification of the warranty period. The warranty period is extended in the following cases:

For all devices in the RivSmart family, the warranty period is extended to 36 months, if the purchaser registers these tools within 30 days after the purchase date and a maximum of 1000 setting procedures. Battery packs and charging devices, as well as included accessories are excluded from this warranty extension. The registration may only take place with the linking of the device using the RivSmart app and the fully completed registration on the Internet. The registration confirmation is deemed as a confirmation, which must immediately be printed out, together with the original purchase receipt, which shows the date of the purchase. Registration is only possible, if the purchaser declares his consent to the data to be entered there and declares his consent to the general terms and conditions / warranty terms and conditions and the data privacy guidelines.

The warranty services do not lead to an extension of the warranty period.

3. The warranty claims must be asserted within the warranty period. For this, the VVG Tools concerned, including the original purchase receipt, must be fully submitted/sent in to the seller or one of the authorised dealers referred to in the operating instructions or the VVG website, www.vvg.info, stating the date of purchase and the product designation, as well as being advised in advance by telephone. In the case of the extended warranty period of 36 months in accordance with No. 2 in these warranty terms and conditions for registered RivSmart family devices, the registration must additionally be documented with the RivSmart app (e.g. by specifying the RivSmart account and the registration date). Tools that are partly or completely dismantled cannot be submitted or sent in as a warranty claim. If the purchaser sends in the VVG Tools to the seller or to an authorised dealer, the transport costs and transport risk lie with the purchaser.

4. Guarantee claims may only be asserted with authorised dealers or the manufacturer under the following conditions:

- The device must have been serviced in accordance with the regulations of the operating instructions in a service workshop, which is authorised by the manufacturer. Insofar as one or several services have not been performed, contrary to the regulations of the operating instructions, a guarantee claim only exists if none of the omitted services caused the occurrence of the damage.
- The contributory cause/causality is presumed, the proof of proper servicing or the lack of causality of the damage that has occurred lies with the customer.
- The proof of purchase and the registration confirmation for the VIP service must be presented.

5. Exceptions from the warranty:

- Defects to VVG Tools and their parts, which are attributable to use-related or other natural wear and tear.
- Defects that are caused by users and are due to disregard of operating instructions, improper or inappropriate use, deficient maintenance or care, overloading, abnormal environmental conditions, inappropriate operating conditions, modifications or additions.
- Defects to VVG Tools, which have been caused by the use of accessories, additional parts or spare parts, which are not original VVG parts.
- Minor discrepancies from the target condition, which only influence the usability and the value of the VVG Tools insignificantly and to a reasonable extent.

6. Defects covered by the warranty shall be rectified by free-of-charge repair or replacement with immaculate VVG Tools (or follow-up models), at the option of VVG. The replaced VVG Tools shall transfer to the ownership of VVG. Other claims than the right to rectification of defects on the tool referred to in these warranty terms and conditions shall not be substantiated by this warranty.

7. For purchasers, who are entrepreneurs, German law applies, to the exclusion of the United Nations Convention on Contracts for the International Sale of Goods (CISG). The warranty terms and conditions do not restrict the statutory rights of the purchasers, particularly the defect liability claims (warranty) from the purchase contract.

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