

Guarantee conditions of the Berner Torantriebe KG

valid from 01.07.2019

Warranty period

In addition to the dealer's legal warranty according to the sales contract, we provide the following partial warranty starting from the date of purchase:

5 years on garage door openers with max. 200.000 door cycles: Opener mechanics, motor and control board
2 years on other products like radio equipment, control devices, accessory, batteries and special installations

No warranty claim does exist for consumption goods (e.g. safety devices, batteries, lamps). When submitting a warranty claim, it will not be extended. For spare parts and repairs the warranty period is of six months, but at least the current warranty period.

Conditions

The warranty claim applies only in the country in which the equipment was bought. The goods must have been purchased through our distribution channel. The warranty claim only applies for defects at the contractual object itself. The refund of expenses for mounting and dismounting, review of corresponding parts as well as claims for loss of profit and compensation are exempted from the warranty. The commercial invoice serves as proof for the warranty claim.

When returning components of existing opener systems, the additional indication of the 8- or 11-digit serial number of the system is required.

Service

All defective components which demonstrably lead back to material defects or production faults will be replaced within the duration of warranty. We undertake to replace at our choice the defective products against non-defective products, to retrofit or to replace a loss of value free of charge.

Damages caused by the following actions are exempted from warranty:

- incorrect mounting or connecting
- incorrect start-up or handling
- external influences as fire, water, uncommon environmental conditions
- mechanical damages through accident, fall, shock
- careless handling or destruction on purpose
- normal wear or insufficient maintenance
- repairs by non-qualified persons
- use of components of different origin
- removal or illegibility of production number/ date

The replaced parts become our property.

Conditions for return of goods

- The return must take place free domicile (if there are transport costs, we'll deduct them from a possible credit note).
- In order that an exact assignment can take place, please enclose a copy of the delivery note or invoice.
- A redemption fee of 20% of the value of goods will be deducted for the inspection by our technical department and the restocking.
- The amount of the credit note depends on the condition of the goods and the test result of the manufacturer.
- The return must take place in the corresponding guarantee period.
- Returns: only new goods in original packaging.
- We can't make a credit note for defective goods without warranty claim.
- A return number on our part is not necessary.