



**GOTTAK S.L.**  
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## PRODUCT WARRANTY

### **General Warranty:**

The company GOTTAK S.L. warrants its products against defects on its technical and functional characteristics of their manufactured products for a period of two years from the date of delivery to the customer.

The design, components used, manufacturing and delivery of GOTTAK S.L. products are subject to strict quality regulations such as ISO 9001:2008 and comply with international directives required up to today's date.

### **1. Defects:**

During reception of the goods by the customer, it is their duty to inspect that there is no external damage to the packaging. If customer detects any damage, then customer must immediately inform GOTTAK S.L. with the best available information (photos, copy of the delivery note, invoice and packing list) to immediately initiate an investigation of the incident and the corresponding replacement of the product.

The customer is obliged to perform an additional inspection of the goods and the corresponding notification to GOTTAK S.L. in case, additional damage is detected inside the boxes or in the product itself.

In case direct damage to the product is detected, this should not be processed and/or installed by customer or their suppliers. In this case, the warranty would not be effective.

If a defect is detected by the customer, where GOTTAK S.L. should be responsible for, then two possible options could apply: either to repair or to replace the material supplied in the shortest possible time (within 22 days) with new material and without economic charge to the customer when applicable.

### **2. Conditions for which the warranty is not valid:**

GOTTAK S.L. will not assume any liability under the following conditions:

Normal wear and tear of the product supplied due to their use.

Breach of proper conditions suitable for the product and caused by the customer's storage or processing methods such as; improper storage temperature, humidity, proximity to chemical agents, condensation of gases, electromagnetic radiation, etc...

Wrong handling and/or incorrect assembly of the product by the customer or their assigned suppliers.

Inadequate wear or breakage of the product due to misuse by the customer or third parties such as: working temperatures out of recommended limits set by the manufacturer, poor, defective and/or out of norm electrical wiring and connectors, improper design of the appliance or device, usage in extreme environments (cold, heat, humidity, dust, insects .....), errors in the design or manufacture processes by customer, incorrect

specifications for the final application, improper product selection by the customer, defective, poor, incorrect and/or out of norm interconnected components.

The warranty will also be invalidated when the supplied component has been used in devices and/or appliances for usage by the customer or third parties in: trials, life test and independent mechanical tests, exhibitions, showrooms, fairs, rental, after sale training courses by customer and/or its associated companies.

Finally, neither the warranty will be valid, when the defect is attributable to the wholesaler, distributor, installer and/or end user, or that the device and/or appliance has been mishandled, dismantled, modified or repaired by a company or person not authorized by the manufacturer.

No other different warranty from here, expressed in verbal or written form will be recognized by GOTTAK S.L.

### **3. Compensation for damages:**

Any request for compensation by the customer or third parties will always be limited to the expressed conditions of this warranty and/or any particular condition negotiated with the customer, if applicable.

In case of an eventual possible compensation for direct or indirect damages to the corresponding after sale service and/or the manufacturer of the device or appliance machine, this must be only authorized by the Management of GOTTAK S.L. in written form.

In the event of a demand for compensation related to repairs on the device or appliance machine manufactured by the customer, these must be perfectly registered, providing to GOTTAK S.L. all necessary information from the manufacturer and its authorized after sales service for such repairs, including a copy of the "After Sale Service Assistance Document" used in the occasion, for appropriate investigation and eventual compensation.

Given the eventual request for compensation for breach of warranty described herein, the customer must provide as quickly as possible all the event information in a maximum of 90 days. Any claim which might exceed more than 90 days from the assistance date provided under the "After Sale Service Assistance Document" will not be considered by this warranty.

The request for payment of additional compensation by the client and/or his authorized after sales service due to possible repairs or replacement of components manufactured by GOTTAK SL has limitations.

The warranty only covers the replacement of the product manufactured by GOTTAK S. L. and only this.