

GUARANTEE AND WARRANTY

PRODECURE

- **In General**

If a client makes a complaint about a delivered product, the General Terms IV point 5 and, as well as VII - X (attrition or improper treatment - no guarantee) are applied, if nothing else is agreed upon.

- **Process**

The complaint must be made immediately after the delivery

1. First, the customer sends pictures of the damaged goods to TANOS

2. With these pictures, TANOS decides, whether is a transport damage or a manufacturing defect

a) Transport damage

Noerpel:

Customer keeps product, until we have received a credit note from Noerpel
Replacement delivery, carriage-free or credit note for the customer

UPS:

Customer keeps product, until inspection or request by UPS
After reception of credit note from UPS, replacement delivery carriage-free or credit note.

b) Known manufacturing defect

Repair or replacement delivery, carriage-free

(In Case goods are being repaired, pick-up via UPS or Noerpel)

c) Unclear damage

Customer returns goods (inform warehouse) or if necessary, arrange pick-up with UPS or Noerpel

d) Until now unknown damage

- Accept damage: Repair or replacement delivery, carriage-free

- Not accepted damage: Return goods EXW to customer (maybe goodwill regulation)

Later complaint within labially period of 12 months: process b) – d)

Right or withdrawal in principal not possible (GTC VII point 4)

Right of withdrawal if not satisfied (GTC I point 5)