

20-year guarantee – For an all-round feeling of security

1. Duration of the guarantee

For orders placed on or after 1 January 2011, the HAHN Group companies guarantee you that our hanit plastic recycling products will be free of faults in material at the time of delivery and for 20 years thereafter. The colouring is not part of the guarantee.

2. Material properties

Fluctuations in dimensions (up to +/- 3 % at the time of delivery) and in colour may occur in hanit plastic recycling products. For production-related reasons, the surfaces of recycling products may be structured, and the profiles and finished parts may contain inclusions and/or blowholes.

3. Terms of the guarantee

If our hanit plastic recycling products exhibit faults in material during the guarantee period when properly used, we shall replace the goods for you following inspection (replacement guarantee). Our guarantee service is conditional upon the products having been assembled and used in accordance with the existing assembly instructions and installation recommendations. Any other reimbursement for transport costs, installation, re-installation, consequential loss or damage, dismantling or other costs are excluded from the guarantee.

4. Processing of the guarantee

For correct and speedy processing in the event of a claim under the guarantee, please contact us in writing enclosing the following:

- copy of the invoice
- detailed description of the defect
- pictorial material and/or samples of the product complained

5. Exclusion of the guarantee

Excluded from the guarantee are:

- defects due to normal wear and tear
- defects such as, for example, discolourations or expansions caused by climatic or weather conditions
- defects due to the behaviour of the customer or third parties (improper use or assembly, alteration of the product, use of third-party parts, improper transportation, packaging or storage)
- 2. Selection, sales of residual items
- custom-made products, industrial profiles, finished parts and systems
- goods not manufactured by HAHN Group companies
- reinforced posts and boards for which the guarantee is limited to 5 years
- products for which other / deviating guarantee statements have been made

6. Court of competent jurisdiction

The place where the supplier's company headquarters are situated is the place of jurisdiction. This guarantee shall apply alongside our General Terms and Conditions of Business. German law shall apply exclusively.

Hahn Airport, 5 September 2024