REDUXI WARRANTY

Original text as published before the redesign of this article. Wording unchanged.

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MANUFACTURER/PRODUCER:

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Reduxi FlexCo
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Austria

WARRANTY STATEMENT

- The producer declares that the product will operate within the warranty period provided that the enclosed instructions for use and maintenance of the product are followed.
- The warranty starts from the date of the delivery of the product and is valid for 2 years.
- The producer guarantees the buyer that within the warranty period, he will remedy all defects due to a factory defect in material or production at his own expense.
- The warranty can be claimed by presenting the product and the warranty card or invoice.
- The warranty period is extended for the duration of the repair.
- The producer guarantees, for a fee, repair, maintenance of the product and spare parts for three years after the expiration of the warranty period.
- The deadline for resolving the defect of the product is 30 days from the time the company or the authorized service has received a request from the customer. In the event that additional time is required to complete the repair or replacement of the product, the deadline from the previous sentence may be extended by a maximum of 15 days.
- Unless otherwise indicated, the warranty is valid on the territory where the product was sold.

The warranty does not apply:

- If non-original parts were integrated in the product.
- If the buyer did not follow all the instructions when handling and maintaining the product and if the repair was not performed by the authorized service technician.
- If the product is mechanically damaged and if the product is not installed according to the instructions.
- For mechanical damage to the product and use contrary to the producer's instructions, for example mechanical damage caused by sharp objects, twisting, squeezing, falls, impacts, etc.
- For errors or damage caused by improper use of the product, i.e. by acting contrary to the producer's instructions for use.
- For errors caused by the use or connection of the product with any product, extra equipment, software and/or services of other manufacturers and providers.
- For errors caused by connecting the product with incorrectly installed or defective extra equipment.
- For errors that would occur because the product was used for a different purpose than intended, due to viruses or other harmful programs, due to unauthorized access to services or computer systems or networks on your side or on the side of a third party.
- For defects that would have occurred because the product was exposed to a short circuit, if there are noticeable signs of unauthorized intervention.
- If the product has been exposed to wetness, humidity, extreme thermal or other environmental conditions, rapid changes and conditions, corrosive influences, oxidation, spillage of food or drink or the influence of chemical agents.
- In case of opening, modification or repair by anyone other than authorized service or if the product has been repaired using non-approved spare parts.
- If the information on the warranty card or invoice has been changed or corrected.

The warranty also doesn't include defects caused during transport after delivery, defects due to improper assembly or maintenance, mechanical defects caused by the user or are the result of normal long-term use, damage caused by overvoltage electric current shocks (including lightning strikes), force majeure, etc. Parts subject to constant wear and tear are excluded from the warranty. The producer doesn't guarantee any loss of data caused by product failure. We do not guarantee any damage (loss of profit, interruption of business, loss of business data or other) arising from the use or inability to use the product. If the warranty claim is unjustified, the buyer is obliged to settle the incurred costs.

If you suspect that the product is malfunctioning, contact the retailer from whom you purchased the product.

WARNING: The warranty does not influence or exclude the consumer's rights arising from the seller's responsibility for product defects as defined in EU.

Download warranty here: