

Warranty claims regarding GAINWARD's products can only be carried out by Representative parties to GAINWARD; these meaning distributors and other cooperative partners under legal contract with GAINWARD.

Direct claims from reseller and end-users towards GAINWARD will no longer be handled directly by GAINWARD. End-users with warranty claims, support issues or other technical enquiries regarding GAINWARD's line of products are therefore required to directly contact their place of purchase. These places will forward any enquiries, claims or other errands to the correct representative within GAINWARD. Direct handling of warranty claims with GAINWARD can only be carried out if the product has been purchased directly from GAINWARD, e.g. Via GAINWARD's Webshop or under similar circumstances.

A valid proof of purchase and a detailed error description must be enclosed to the warranty claim; failure to comply with this requirement will result in a direct refusal of the claim. If a valid proof of purchase is unavailable GAINWARD must be informed prior to the claim where GAINWARD can offer a price quota for the repairs.

The warranty does not include damage to the product caused by:

- Improper or inadequate use or misuse of the product, or not following the safety and handling instructions;
- External influences on the product;
- Intentional mishandling;
- Repairs carried out by persons or entities not authorized and explicitly appointed;
- Alterations and modifications on the product;
- Improper or inadequate packing or transport for returning the product;
- Removal or damaged serial and / or article numbers on the product.