

Novus Dahle GmbH & Co. KG

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WARRANTY TERMS – DAHLE CUTTING MACHINES AND DOCUMENT SHREDDERS

Regardless of any national legislation, we give the following additional

Guarantees

on the proper working order of the devices listed below. The retail trade's warranty obligations are not affected by this warranty; before making any claims under the terms of this warranty, existing statutory rights must be exercised.

For the warranty to apply, the document shredder / cutting machine must always have been used in the manner for which it is intended. The warranty only applies to the initial purchaser and is not transferable. The purchase and the time of purchase must be verified by the sales receipt.

35-year warranty on our solid-steel cutters and our cutters with MHP technology in DAHLE document shredders:

If, within the warranty period, the proper working order of the document shredder, as specified in the product descriptions issued by DAHLE (www.dahle-office.com or our printed product information) on the date of purchase, is no longer given as a result of cutter breakage, you are entitled to have the faulty part either repaired or replaced, these options being at our discretion.

The 35-year warranty does not include models providing P-6 and P-7 security levels: for these, we give a **5-year warranty on our solid-steel cutters**.

5-year warranty on Dahle 561 to 569, Dahle 587 to 599 guillotines, Dahle 550 to 558, Dahle 440 to 448, Dahle 472 rotary trimmers, Dahle 580 and 585 workshop guillotines as well as Dahle 842, 846 and 848 heavy-duty cutters:

During the warranty period, devices showing deficiencies as a result of material and/or manufacturing flaws will be repaired or replaced at our option.

Wearing parts and parts of the cutting machines subject to natural wear (e.g. colour finish and printing) as well as blades, scale bars and backstops are not covered by the warranty.

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For document shredders and cutting machines supplied beyond the borders of the Federal Republic of Germany, our warranty is limited solely to the free delivery of replacement parts – against return of the faulty parts, apart from small items, such as screws etc.

Warranty claims must be made within the warranty period as soon as the fault becomes known:

Please contact our Customer Service so that we can provide you with details on returning or collecting devices or parts, either option being at our discretion.

Then send the faulty device/part to us as agreed or make it available for collection.

If we acknowledge the warranty claim, the shipping costs for returning the device shall be borne by you. The cost for delivering a replacement device / part shall be borne by us.

Replaced devices or parts of devices shall become our property. Warranty repairs or replacements shall neither extend the warranty period nor shall they initiate a new warranty.

The following shall invalidate the warranty:

- Improper treatment, failure to observe the operating instructions or the safety precautions applicable to the device
- Use of force (e.g. shock, impact, fall)
- Environmental impacts (moisture, heat, overvoltage, dust etc.)
- Attempts at repair or actions by persons or repair shops not authorised by DAHLE
- Shipment in packaging that does not provide adequate protection

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