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SDW8E8HIRW8IH8GEWRD8E8GEW8W8D8PDDFW8E8G8E8G8E8PDWH8D8R8D8W8R8N8P8D8E8D8FFR8E8WR8
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- The customer is obliged to prove the date of purchase by showing the cash receipt or equivalent document showing the purchase date given by the retailer when requested.
- Digital pictures has to be delivered to the manufacturer for failure verification, when required by the manufacturer.

- The customer is also required to inform the seller or the manufacturer of all the facts needed in the procedure on request, for example:
 - accurate information to identify the size and type of chain
 - tire facts and machine/vehicle
 - working conditions
 - number of hours used
- The receiver of the notice of defect will register the notice and give customer instructions for further measures and a complaint/claim number.
- In case of return of the product or a part thereof, at the request of the manufacturer for examination or repair, the manufacturer shall be responsible for the freight charges unless agreed otherwise.
- The consignment must be marked both with the name and address of the complainant and the complaint number given by the manufacturer.
- The manufacturer is not responsible in the case of goods returned with an incorrect address etc.
- The manufacturer is not held responsible for the returns, which have been sent without agreement beforehand.

6. COMPENSATION FOR DAMAGE

When a defect is found to fall within the warranty, the manufacturer will suggest different measures, such as:

- The customer or the seller will repair the product according to instruction given by the manufacturer. The manufacturer shall supply the necessary parts, if needed.
- Product will be returned for repair.
- Product will be replaced by new ones.
- Product will be refunded.

If it is a question of replacement or refund, the benefit received by the client before the defect occurs, shall always be estimated and the amount will then be charged for the new product or, in case of refund, the amount shall be deducted from the refund. However, the acceptable refund for product that have been in use shall be no more than 85 % of the original value.

7. LIMITATIONS OF COMPENSATION

- Manufacturer's liability for compensation is confined only to defects in product.
- The manufacturer does not accept liability for any losses of production, unreceived gains of any other indirect damages caused by the defect.
- The manufacturer does not accept liability for any costs of repairs done by the customer of the seller unless it has been agreed upon beforehand.

8. UNFOUNDED NOTICE OF DEFECT

If it is found in the examination of a product that the product is not defective despite of a customer's notice and/or that when giving the notice of defect, a customer has given false information apparently on purpose, the customer is obligated to compensate the expenses of freight, work etc. to the manufacturer and/or the seller.