



12 years guarantee of durability on your components

We guarantee you that our components are free from defects in material and processing when a proper handling and installation is given and under normal use, operation and maintenance conditions for a period of 12 years from the date of sale of the T.Werk GmbH.

If, despite proper handling and installation, the quality of a component does not meet the warranty conditions or damage occur, we will exchange within the warranty period of the affected component or provide immediately for replacement. We reserve the right to repair defective components.

Any costs incurred for removal, transportation and reinstallation of the parts are excluded from this warranty.

The obligation to warranty does not apply to:

- Inappropriate installation and handling of the system
- Act of nature, exceptional natural disasters or exceptional circumstances, which are not in our control (e.g., biological and chemical hazards, storm damage, volcanic eruptions, earthquakes, hurricanes, lightning, etc.)
- Inappropriate maintenance
- Instability and insufficient standard safety of the building ground
- Wear appearances respectively wearing parts
- Optical surface changes
- Vandalism or malicious damage
- incorrect or careless use
- Modification of the product

The guarantee claims by third parties without our consent is not possible. Claims can be made only by our contractual partner law. No claims are made when the damage is covered by insurance or can be covered.

Prerequisite for the effectiveness of this warranty is the exclusive use of our components or recognized part by us as well as compliance with our installation instructions and the legally prescribed or generally recognized standards.

T.Werk GmbH is not liable for any supplementary and consequential damages. In case of justified warranty claims, please contact us immediately in writing to the T.Werk GmbH or your authorized seller.

Legal warranty or liability claims are not affected by this guarantee. Our terms and conditions and also the laws of the Federal Republic of Germany apply.

