

Terms of Warranty

Rädlinger Maschinen- und Stahlbau GmbH



1. Warranty period

Rädlinger Maschinen- und Stahlbau GmbH grants a warranty period of 12 months from the invoice date of the products or 1,500 operating hours, whichever occurs first.

2. Warranty reference

Only those parts with defects which can be traced back to material faults or other faults caused by Rädlinger are covered by the warranty.

3. Processing procedure

- a) Warranty claims must be registered in writing with Rädlinger (see 3.1 Warranty notification).
- b) Defective individual parts, which are to be replaced/repared within the scope of the warranty, are to be sent to Rädlinger free of charge for inspection following agreement (see 3.2 Provision).
- c) Spare parts are to be ordered from Rädlinger and invoiced.
- d) During the warranty period, a temporary unit will be provided if possible. The costs for assembly and disassembly as well as for shipment shall be borne by Rädlinger according to its own conditions with regard to kilometre flat rate, time specifications, transport costs and billing rates.
- e) After inspection by Rädlinger or subcontractors, an assessment and, depending on the type of damage, a written statement and, if necessary, a credit note for the costs incurred will be issued

3.1 Warranty notification

The receipt of the claim must be reported within 2 weeks after the occurrence of the defect. Warranty claims must be made in writing and must contain the information required for warranty processing:

- Type designation of the Rädlinger product
- Serial number
- Designation of the defective part (with Rädlinger spare part number if possible)
- Date and type of damage
- Possible cause of damage (with digital photos if possible)
- Information about use and carrier (excavator / loader)

3.2 Provision

Defective individual parts must be made available to Rädlinger free of charge for inspection at the latest 2 weeks after receipt of the complaint. Rädlinger does not assume any warranty for parts which are the subject of a complaint and which are not returned or not made available for inspection.

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4. Exclusion of warranty

Excluded from the warranty are:

- Damage caused by improper assembly on the machine and / or hydraulics, improper use, maintenance and by return transport.
- Defects resulting from repairs carried out by unauthorised third parties.
- Defects caused by the use of third-party spare parts.
- Defects in parts subject to normal wear and tear, such as seals, bushings, bolts etc.
- Consequential damage resulting from the failure to replace wearing parts in good time.
- Hydraulic attachments that were not connected in accordance with the specifications in the commissioning protocol.
- Damage caused by failure to follow the maintenance and care instructions in the operating manual.

If repairs or modifications to the equipment are carried out independently during the warranty period without written agreement with the manufacturer (Rädlinger), the claim to warranty and / or liability is excluded.

5. Performance claim

Warranty claims only refer to free deliveries of replacement or exchange units. Costs for downtimes, rental or temporary machines are not reimbursed. We reserve the right to adapt external services with regard to assembly/disassembly and dispatch to the conditions of Rädlinger.

The exact hourly rates can be found in our charging rate overview, which you can request from us.

6. Special regulations

Special regulations concerning the listed points 1 - 5 must be agreed in writing before conclusion of the purchase contract and confirmed in writing by Rädlinger. Later special agreements cannot be taken into consideration. Our general terms and conditions apply. These can be viewed on our website under the link <https://www.raedlinger.de/en/terms-and-conditions>.

7. Contact

Rädlinger Maschinen- und Stahlbau GmbH

Kammerdorfer Str. 16

D-93413 Cham

Phone: +49 (0) 9971 / 8088-8401

Fax: +49 (0) 9971 / 8088-9995

Head of Customer Service E-mail: Thomas.Bogner@raedlinger.de

Customer Service E-mail: Service@raedlinger.de