

I. BASIC GUARANTEE

AL-KO products are manufactured with extreme care and attention and are strictly monitored by AL-KO's Quality Assurance Department. As the manufacturer of the AL-KO manoeuvring systems **MAMMUT and RANGER** [hereafter referred to as "*AL-KO manoeuvring system(s)*"], we therefore provide a guarantee that these products will be free from defects to the same extent and under the same conditions that apply within the context of the legal conditions of statutory purchasing warranties. In cases of commercial or professional use of the AL-KO manoeuvring systems, or in cases of equivalent use, the guarantee period is restricted to 12 months, which is at variance to the statutory guarantee period.

The guarantee period commences with purchase of the product by the first end user. The date on the original proof of purchase is decisive.

Our guarantee exists in addition to any entitlement to warranty or compensation under the laws of purchase which is due to you as the buyer from the seller in the event of any material defect of the product. Your statutory rights are therefore not limited by our guarantee, but rather - to the extent of our guarantee promise - extended by the right of direct claim against us as the manufacturer.

II. EXTENDED GUARANTEE

On the condition that you as the buyer of an AL-KO manoeuvring system complete a confirmed **product registration within four weeks after the purchase date**, then this product is also covered by an **extended guarantee** according to the following provisions:

1. Guarantee claim

In the event of defects to the private-use-only AL-KO manoeuvring system, which are verifiable and occur within the extended guarantee period, and are based on a material or manufacturing error of a part (including remote control and accessory parts) ("*Guarantee claim*"), **a guarantee period of a total of 5 years applies in terms of the guarantee scope as per the following point 5.**

2. Guarantee exclusions

The guarantee excludes:

- Batteries and rechargeable batteries as well as other parts that are subject to use-conditioned or natural wear,
- Product defects that are due to use-conditioned or other natural wear,
- Products or parts thereof that you have returned to us in improper transport packaging, unless the possibility of transport damage can be ruled out with certainty depending on the type of defect,
- Product defects that are due to non-observance of the installation and operating instructions, non-intended use, unusual environmental conditions, unsuitable operating conditions, external force, overloading or defective maintenance or care of the product,
- Product defects that were caused by the use of accessories, add-on parts or spare parts that are not AL-KO original parts,
- Products to which technical changes were made,
- Minor deviations from the target condition that are irrelevant for the value and the usability of the product.

3. We recommend that you make a print-out of your online product registration so that you will have the required data in hand in case of need. In addition, we also recommend that you keep the original proof of purchase in a safe place.

4. The **guarantee claim must be submitted** within the guarantee period.

A notification of a guarantee claim requires a **photocopy or scan of the original proof of purchase** together with a **brief description of the defect that occurred**, which is sent to us via post, fax or e-mail to the address listed at the end of these guarantee conditions. Naturally, a guarantee claim notification can also take place via the seller of your product.

Once a guarantee claim notification has been received, an AL-KO Service employee will get in touch with you by phone and coordinate the further handling of the guarantee claim. Please note that our Service employees are instructed to make random checks regarding the agreement between the photocopy or scan and the original proof of purchase.

If AL-KO Service employees determine that the original proof of purchase and/or the product or part thereof must be sent in to us, then you will receive from AL-KO Service an **AL-KO processing number for this purpose**.

This processing number must be clearly visible when sending the original proof of purchase, or product or part. We ask that you understand that if you do not submit this processing number, then we cannot process the guarantee claim.

5. The **scope of guarantee** includes correcting a defect that was recognised as a guarantee claim (see no. 1). At our discretion, the correction of the defect may include repairing the defective product or replacing it with a defect-free product (if required, even with a follow-up model) free of charge. Replaced products or parts become our property and must be returned to us upon request.

The extended guarantee also includes shipping costs for domestic shipping, and **for the MAMMUT manoeuvring system, it also includes the installation and removal costs** if the original installation was done by an AL-KO service centre (see. <http://www.al-ko.com>).

In this case, we assume the customary installation and removal costs; however, we do not assume any additional costs that may arise due to difficult conditions regarding the specific installation situation (*e.g. required removal of furniture or body parts*).

III. GENERAL PROVISIONS

1. Further claims other than the rights listed in these guarantee conditions for correcting the defect on the product are not covered by this guarantee.
2. The guarantee period for our product is neither extended nor renewed due to guarantee services.
3. The above-mentioned guarantees apply to products that are purchased in Europe and used there. German Law applies to the guarantee.
4. With regard to business owners as provided for by § 14 par. 1 of the German Civil Code, our registered office in 89359 Kötz is the agreed upon court of jurisdiction.
5. If the defective **product is outside of Germany**, please contact the respective national service partner in case of a guarantee claim. The addresses of our European service partners can be found on the last page of the operating instructions for our MAMMUT.
If the defective **product is in Germany**, please contact us at the following address in case of a guarantee claim:

ALOIS KOBER GMBH

Ichenhauser Str. 14

89312 Kötz

Germany

Fax no.: 08221/9261

fahrzeugtechnik@al-ko.de