

Guarantee Conditions

Guarantee Conditions for SAYSU® Outdoor Fitness Appliances

For stainless steel and hot-dip galvanised steel masses, the producing firm assumes a guarantee of up to 10 years for rusting through from the inside to the outside. In accordance with this, damages that are caused by external effects are excluded, such as the impact of foreign bodies, scratches, scuffs, blisters, dents, precipitation, vegetable or animal secretions, the effects of corrosive or solvent materials etc. Damages that occur from natural wear and tear are equally excluded. The rust guarantee does not apply if the appliances are exposed to atmospheres containing salt or chlorine (e.g. in coastal areas) or when they are affected by a salting process.

The manufacturer reserves the right to limit the rust guarantee in accordance with the planned location of use. The customer is therefore obliged to inform the guarantor of the planned location of use and to indicate specific stresses that the product may be expected to be subjected to.

Regular sight checks are a prerequisite for this guarantee, together with possible damage repairs resulting from this. Damages to the varnish and the galvanisation must be immediately and appropriately repaired. The repairs should be documented. For repaired points, the rust guarantee does not apply for damages within a 30cm radius of the repairs. At the first sign of a possible rust through from the inside to the outside, e.g. at the appearance of bubbles, the guarantor must be immediately informed and he must be facilitated in undertaking measures to prevent further damage, though he is not obliged to do this.

The firm provides a guarantee of 2 years for ball bearings. Damages caused by inappropriate or improper use and abnormal wear and tear are excluded from the guarantee.

The guarantee only covers the repair or the replacement of damaged parts, including the transportation costs, as well as customary payment for a technician. The guarantor is not obliged to undertake the service provision, but he can demand that this be undertaken by him or by a third party contracted by him.

In so far as the service provision is not undertaken or contracted by the guarantor, the provision is to be authorised by the guarantor before the contracting, by means of the presentation of a prior cost proposal.

In the case of inappropriate use, inappropriate installation or dismantling, inappropriate transportation and/or inappropriate storage, the guarantee is no longer valid. In the case of seaborne transportation the guarantee is equally invalid. In the case of a change in the location of use or in the case of resale, the guarantor must be informed. Where necessary, the guarantee can be limited according to this, or entirely rescinded.

It is absolutely necessary that the assembly and maintenance instructions are adhered to.

Further guarantee and damage replacement claims do not apply.

SAYSU® GmbH