

General warranty conditions – spare parts

- 1) Unless otherwise agreed, the Seller grants the Buyer a 12-month warranty from the date of the invoice.
- 2) Under the warranty, in a justified case, the Seller undertakes to replace the defective goods with new, non-defect goods or to repair the defective goods to restore the full functionality of the goods. The decision on the method of warranty implementation is up to the Seller.
- 3) The Seller may turn to Buyer to provide additional information including a detailed description of the damage/defect or malfunction of the goods, including photos, measurements and tests, the date of creation/detection of the damage, as well as the faulty goods.
- 4) A complaint must be delivered in writing, immediately after the defect is detected, but no later than within 3 days from date detection. The applicable method of communication in the warranty service process is via e-mail to the following address: parts@novatech.dk
- 5) The Buyer has to verify the goods delivered by the Seller as part of the complaint for any possible defects.
- 6) The warranty covers only physical defects in the goods resulting from causes inherent in them on the date of delivery – design, material and workmanship defects – if it affects functionality of the goods.
- 7) Failure to register the complaint within the period described in paragraph 4 or lack of the required information results may affect warranty rights.
- 8) Complaint process does not affect Buyer's payment obligations.
- 9) The warranty does not cover:
 - Natural wear and tear of components or spare parts of components and machines;
 - Damage to the goods caused by the user as a result of misuse of the goods or their operation against the manual, which also applies to storage, assembly, installation and maintenance;
 - Damage to goods caused by against to their intended purpose, also by failing to follow the operating instructions;
 - Damage to goods caused by the use of improper consumables;
 - Damage to goods resulting from repairs carried out by unauthorized personnel;
 - Modifications or structural changes.
 - Spare parts which are subject to wear (consumables: filters, brake pads and discs, tires, hoses, light bulbs, wipers, bushings and batteries).
 - Consumables (grease, engine oil, hydraulic oil, etc.)
- 10) The warranty applies only to the first Buyer, unless the parties agree otherwise through additional arrangements.
- 11) The Seller's liability for damages is excluded. The Seller is also not liable for lost profits and indirect and consequential damages to the Buyer.