

5 YEARS WARRANTY

HEPCO&BECKER offers his customers a voluntary manufacturer warranty of five years.



HEPCO&BECKER takes adverse the consumer for products, additional to the legal guarantee which is a person`s due, this manufacturer warranty. It applies to forcing legal accountability instructions, for example Product Liability Act, in cases of intent and the act of gross negligence due to infringement of life, the body or the health by **HEPCO&BECKER** or their assistant.

„**Consumer**“ in terms of this manufacturer warranty is every individual, who is the owner of the product and hasn`t acquired it to resell it or in the context of their commercial or self-reliant occupational function to install it next to a third party.

„**First Customer**“ is the consumer, who first acquired the product from **HEPCO&BECKER**, a dealer or another individual or legal person, who resell or install the product in the context of their commercial or self-reliant occupational function.

The buyer is entitled to the legal warranty in addition to the rights under the guarantee. This for the buyer under circumstances better rights aren`t limited by the warranty. The guarantee also leaves the rights unaffected, which the first customer and possibly the consumer has against the seller, for whom the first customer purchased the product.

This manucaturer warranty covers only **HEPCO&BECKER** products, which comply with all following listed limitations and exclusions and for which a purchase date evidence from january 2016 is present.

Warranty period

This guarantee is limited to 5 years from purchase date of the first customer, but has a maximum of 6 years after production. The warranty period isn`t extended by the granting of benefits under this warranty, especially not with repairs or replacement. In this cases the warranty period doesn`t start new.



Dealer purchase: Please consider to inform your dealer immediately (respectively within an appropriate period - dependend on the kind of conspicuity) about all conspicuity, which you have detected.

Exclusions: this warranty doesn`t cover the following:

- Defects, which aren`t caused by material or workmanshio.
- This warranty doesn`t cover claims due to faulty construction. Further damage caused by force majeure, accidental damage, normal wear and tear, misuse or improper handling of this guarantee excluded.

Furthermore this warranty doesn`t cover a motorcycle, a component or a part of it, if it was structurally altered respectively modified or neglected, insufficient maintained or used for racing or for other purposes for which it wasn`t designed and manufactured for.

- Damages or defects, which are caused by insufficient maintenance; Surface defects due to external not normal use stress, heat, cold or contamination; Driver failure or incorrect usage; improper arrangement, pressure, installation of height adjustment of components; faulty maintenance; modified components; Usage of aftermarket part or unapproved components; Accessories items or fittings; Repairs after the expiry date.

- Damage or defects, which are caused by misuse, accident, fire or other reasons, which aren't trace back to material or working defects.
- This warranty doesn't cover personal loss or disbursements like mileage, transport costs, hotel accommodation, meals, delivery and cover costs, pickup or delivery of motorcycles, spare or hired vehicles, loss of vehicle utilization, lost winnings or loss of leave days or off time

The exclusive right command for the infringement of a right of this warranty is at the discretion of **HEPCO&BECKER**, the repair or replacement of defective materials, components or products. Any further rights under this warranty are excluded. All legal rights you have for defects on your motorcycle under applicable law are not affected by this warranty.

Tip

If one of the above terms is abrogated by federal, state or local law, all other warranty conditions remain in force. Please discuss all warranty cases with your salesman. Should this require additional support, he or she turns to the relevant contact at **HEPCO&BECKER**.

Place of execution, place of jurisdiction and applicable law.

This warranty is governed by German law excluding the UN Sales Convention (CISG) application of april 11th 1980.

Place of execution under this warranty is Pirmasens, Germany.

As far as permitted place of jurisdiction is Pirmasens, Germany .

HEPCO&BECKER GmbH

An der Steinmauer 6

66955 Pirmasens

Germany

FAQs:

F: Who is covered by the warranty?

A: The warranty covers the original purchaser of the products and is not transferable.

F: What is covered by the warranty?

A: Covered are assuming the earmarked use, materials and workmanship of the product in your possession for a period of five (5) years from your purchase.

F: What is NOT covered?

A: This warranty doesn't cover misuse (intentionally or unintentionally), negligence, manipulation, modifications or improper maintenance.

Electronic products, lamps, wearing parts, weather-related wear, the surface refinement and coating of any kind are excluded.

About the set forth in this limited warranty statement, there are no other warranties and any implied warranties. An implied warranty, including such of merchantability or fitness for a particular purpose, are hereby expressly excluded.

No dealer is authorized to change the set out terms and exclusion clauses.

F: Which protection do I receive by the warranty?

A: If the purchased product doesn't match the original purchaser granted and described in this Statement Limited Warranty within the warranty period, **HEPCO&BECKER** has at its option to repair the product or replace or to refund the purchase price. Payments for any damages, including but not limited to any indirect, incidental or consequential damages of any kind or nature are excluded.

F: How do I enforce the warranty?

A: To obtain the warranty service, please return your product with your sales receipt or other proof of purchase (and the date of purchase) to the sales contract partner from whom you purchased the product. A direct settlement with **HEPCO&BECKER** is also possible. Please include a written description of the problem added together with details of the item number of the product and motorcycle model. A photographic representation of the cause may be useful in describing the facts. If you buy in our webshop, please contact us directly! Please do not forget your name, complete address, email address and a phone number where you can be reached during the day. As part of the warranty **HEPCO&BECKER** takes over after examination and discretion proportionate return cost, provided they are proportionate. The assessment of the facts falls to **HEPCO&BECKER**.

F: Where counts the warranty?

A: The warranty counts worldwide.

F: How long lasts the warranty processing?

A: A justified warranty processing will be done contemporary within a few days.