

## Warranty Terms and Conditions

Danbake ApS  
Nøglegårdsvej 20  
DK-3540 Lyngø  
Central Business Register No. (CVR) 40526846  
(hereinafter referred to as Danbake)

### 1. Warranty

- 1.1. Danbake offers a 12-month warranty on all new products from a documented delivery date.
- 1.2. Danbake does not offer a warranty on second-hand Danbake products.
- 1.3. Only the buyer of a new product under warranty is entitled to the warranty - other persons cannot make claims in connection with this warranty. However, if the product covered by the warranty changes owner, the warranty is also taken over. In the case of a product under warranty being sold, the person who buys the product takes on the transferor's legal status.
- 1.4. There is a warranty case for a product under warranty if a defect is found within the warranty period for which Danbake is responsible.

### 2. The warranty is only valid if the following terms and conditions are met:

- 2.1. The warranty holder has contacted Danbake before measures to repair or replace have commenced, and a written agreement has been entered into regarding the scope of the repair.
- 2.2. The warranty holder has contacted Danbake and given a serial number.
- 2.3. The warranty holder has sent a copy of the invoice for the purchase or installation, as well as returned any defective product parts to Danbake no later than 10 days after the replacement/repair.
- 2.4. The installer sends a copy of the invoice for the purchase or installation, as well as the defective product part to Danbake after the replacement/repair.
- 2.5. The warranty holder ensures that Danbake, or an engineer commissioned by Danbake, can efficiently and unhindered troubleshoot and make repairs, etc., on the delivered item. Danbake bears no costs for dismantling and setup, working hours, transport or other services.
- 2.6. If due to its warranty obligation, Danbake has undertaken to replace all or part of a delivered product, Danbake will make the spare part or a replacement product in question available. The warranty holder does not have to pay for the spare part. However, when replacing a similar replacement product, the time spent on the repair is invoiced.

- 2.7. Danbake does not assume all or part of the wage costs for any expansion and subsequent installation of spare parts or replacements or costs for other services. Danbake's warranty does not cover shipping and transport costs.

**3. The warranty does not cover :**

- 3.1. Ordinary service and maintenance work.
- 3.2. Compensation or costs for things other than those mentioned or for personal injuries caused by any product defects.
- 3.3. Replacement of normal wear parts as a result of natural wear and tear.
- 3.4. If the defect can be attributed to incorrect installation, operation, commissioning or transport, non-compliance with the installation or operating instructions, insufficient ventilation, interference with the product by unauthorised persons, non-compliance with safety regulations, operating instructions and installation standards, force majeure (e.g., but not limited to, storm, lightning, overvoltage, fire).
- 3.5. If the damage is due to improper use of the product.
- 3.6. If the product is reported as faulty and no fault is found on Danbake's side during an investigation of the fault.
- 3.7. In case of damage that does not affect the product's correct function ("cosmetic defects").
- 3.8. If repairs or other interventions have been made to the product in addition to proper standard connection, and the repair is the cause or contributing cause of the damage.
- 3.9. Damage caused during transport must be reported to the transport company.
- 3.10. If the purchase price for the product under warranty has not yet been paid in full to Danbake.
- 3.11. If a product needs to be replaced, Danbake's warranty does not cover if the warranty holder chooses to replace Danbake's product with a product from another supplier.
- 3.12. Any increased or additional costs associated with repairs or replacements made on weekends, holidays or outside regular business hours.
- 3.13. Damage due to lack of maintenance or inspection of the product. Documentation for statutory inspection must be available at all times.
- 3.14. Danbake is not liable for the extra service, transport or repair costs resulting from a product not being placed as described in section 2.5.

The Warranty Terms and Conditions that apply at any time can be read at [www.danbake.dk](http://www.danbake.dk)