



Guarantee terms and conditions VRM LevelLog

In addition to the statutory guarantee rights of the buyer against the seller - and without limiting those rights - VRM guarantees the buyer of new equipment the following:

Duration and commencement of the guarantee

- The guarantee period is 12 months for equipment that is used as intended and in compliance with the instructions.
- The guarantee period begins on the date of delivery of the unit as indicated on the purchase invoice.
- The guarantee period will not be extended in case of guarantee work or replacement deliveries under the guarantee.

Guarantee terms

- The device must be purchased at VRM or one of its authorised agents.
- At the request of VRM the purchase invoice must be shown.

Content and scope of the guarantee

- Defects are rectified free of charge within a reasonable time, either by repair or by replacement of specific parts. The resulting costs (transport costs, travel expenses, cost of parts and labor) are borne by VRM. Any parts or devices replaced during repair become the property of VRM.
- VRM shall not be liable for any other damages, costs, charges or expenses.
- The guarantee does not cover the supply of batteries and accessories.

Exclusions

Excluded from the guarantee are defects and malfunctions caused by:

- improper setup or installation, for example by non-compliance with the applicable safety regulations or with the instructions in the product and installation manuals.
- improper operation or improper handling or loads.
- external influences such as transport damage, damage due to bumping or hitting, weather damage or other natural phenomena.
- repairs and modifications carried out by third parties.
- use of non-original VRM components, non-original VRM software and accessories not approved by VRM.
- lack of care and maintenance.



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