

4 years manufacturer warranty

The manufacturer **PROOX GmbH** grants a 4 year warranty on its products for justified manufacturing and/or production defects from the date of purchase, which must be proven by a corresponding proof of purchase (receipt, invoice).

PROOX reserves the right to repair or to replace components during the warranty period. For replaced or repaired components, the warranty shall start anew and last for two years from the date of replacement and/or completion of the repair. The guarantee covers the replacement and/or repair of the product, but not its installation or removal or third-party services. Claims in excess of the invoice amount cannot be made. PROOX cannot be held liable for consequential damages.

Should material defects or manufacturing defects occur in the goods you have purchased during this period, the manufacturer, as guarantor, will provide you with one of the following services at its discretion under this warranty:

- free repair of the goods or
- exchange of the goods for an equivalent item free of charge

In the event of a warranty claim, please contact the warranty provider:

PROOX GmbH
Seglerweg 1
6972 Fussach, Austria
office@proox.com

Warranty claims are excluded in the event of damage to the goods by:

- normal wear and tear
- improper or abusive handling
- failure to observe any safety precautions
- use of force (e.g. beatings)
- repair attempts on your own
- environmental influences (heat, humidity etc.)

A prerequisite for claiming under the guarantee is that the guarantor is enabled to examine the guarantee claim (e.g. by sending in the goods). Care must be taken to avoid damage to the goods in transit by packing them securely. A copy of the invoice of the consignment of goods must be enclosed with the application for warranty service so that the guarantor can check whether the warranty period has been observed. Without a copy of the invoice, the guarantor may refuse to honour the guarantee. Furthermore, you must provide the name and address of the seller if this information is not available from the copy of the invoice.

In the case of justified warranty claims, the warranty will be processed free of charge, i.e. the guarantor will reimburse any shipping costs for the outward shipment. If it is necessary to dismantle the goods for a fee in order to send them to the guarantor, the guarantor shall bear the costs required for dismantling.

Important note: This manufacturer's warranty does not restrict your statutory rights in the event of defects and you can make use of them free of charge. Any existing statutory warranty rights against us remain unaffected by this guarantee promise. This guarantee promise of the manufacturer. This guarantee promise by the manufacturer therefore does not violate your legal rights, but rather extends your legal position.

If the purchased item is defective, you may in any case contact us within the scope of the statutory warranty, regardless of whether a warranty case exists or the warranty is invoked.

PROOX –
the brand for public restroom culture