



HONSEL manufacturer's warranty

(As of 01/01/2021)

All HONSEL electric tools, pneumatic tools and hand tools (hereinafter referred to as "HONSEL Tools") from HONSEL Distribution GmbH & Co. KG (hereinafter referred to as "HONSEL") are meticulously inspected, tested and subject to strict controls.

Therefore HONSEL grants a warranty for HONSEL Tools in accordance with the following warranty terms and conditions:

1. HONSEL provides a warranty for the HONSEL Tools in accordance with the following regulations in No. 2 to 8. The warranty performance comprises the free-of-charge rectification of defects in the HONSEL Tool, that are verifiably attributable to a material or production defect within the warranty period.
2. In the case of commercial or professional use or equivalent use, the warranty period is 12 months.

The warranty period for batteries (battery packs, button cells) for HONSEL power tools is 6 months.

For all tools of the Rivdom family, the warranty period is extended to 24 months, even with commercial or professional use, if the purchaser registers these tools within 30 days of the purchase date. Registration of the tools is only possible after completed registration on the Internet. The confirmation of registration that must be printed out immediately is regarded as confirmation.

For all tools of the RivSmart family, the warranty period is extended to 36 months, even with commercial or professional use, if the purchaser registers these tools within 30 days of the purchase date and registers a maximum of 1000 setting operations.

The registration may only take place with the linking of the device using the RivSmart app and the fully completed registration on the Internet. The confirmation of registration that must be printed out immediately is regarded as confirmation. Registration of tools from the Rivdom and RivSmart families is only possible when the purchaser consents to the storage of the data to be entered during the registration process, and accepts the general terms and conditions / warranty terms and the data privacy guidelines. The extended warranty period currently applies only to tools in Germany. The warranty period begins with the purchase by the initial purchaser. The date on the original proof of purchase is decisive for determining the warranty period.

3. The warranty claims must be asserted within the warranty period. For this, the HONSEL Tools concerned, including the original proof of purchase, must be submitted/sent to the seller or one of the authorised dealers indicated in the operating manual or on the HONSEL website, www.HONSEL.de, stating the date of purchase and the product designation. Tools that are partly or completely dismantled will not be accepted as warranty claims. If purchasers send the HONSEL Tools to the seller or to an authorised dealer, the transport costs and transport risk lie with the purchasers. In the case of a warranty extension for Rivdom and RivSmart tools, the warranty extension must be documented by the registration confirmation.

4. Warranty claims can only be made under the following conditions:

- The tool must have been serviced in accordance with the instructions in the operating manual by the manufacturer or at a service workshop approved by the manufacturer.
- If service work has not been carried out in accordance with the instructions in the operating manual, warranty claims will only be accepted as long as the lack of service has not led to the occurrence of the damage.
- The contributory cause/causality is assumed; the proof of proper servicing or the lack of causality for the damage that has occurred lies with the customer.

5. Exceptions from the warranty:

- Defects to HONSEL Tools and their parts attributable to use-related or other natural wear and tear. These are marked in the spare parts lists with “V” (“Verschleißteil” = wear part).
- Defects that are caused by users and attributable to disregard of operating instructions, improper or inappropriate use, lack of service or maintenance, overload, abnormal environmental conditions, inappropriate operating conditions, modifications or additions.
- Defects to HONSEL Tools caused by the use of accessories, additional parts or spare parts which are not original HONSEL parts.
- Minor discrepancies from the target condition that influence the usability and value of the HONSEL Tools only insignificantly and to a reasonable extent.

6. Defects covered by the warranty shall be rectified by free-of-charge repair or replacement with immaculate HONSEL Tools (or follow-up models), at the discretion of HONSEL. The replaced HONSEL Tools or replaced parts become the property of HONSEL. Other claims than the right to rectification of defects in the tool referred to in these warranty terms are not substantiated by this warranty.

7. Services provided under warranty do not lead to an extension or renewal of the warranty period.

8. The warranty applies only to tools purchased and operated in member states of the European Union. For purchasers, who are entrepreneurs, German law applies, to the exclusion of the United Nations Convention on Contracts for the International Sale of Goods (CISG). The warranty terms and conditions do not restrict the purchasers' statutory rights, in particular the defect liability claims (warranty) from the purchase contract.

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