

# Warranty Conditions GUDE Care

## Warranty extension for GUDE products to 3, 4 or 5 years

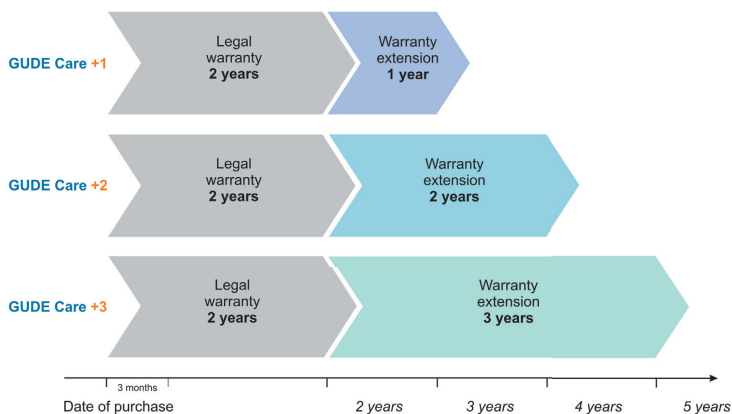


Dear customer,

thank you for choosing a GUDE product. As a German manufacturer and supplier of appliances for IT infrastructure, we are well aware of the high expectations towards the quality and longevity of our products. On top of the legal warranty of two years we offer **GUDE Care**, a warranty extension of 1, 2 or 3 years. Choose the right period and benefit from peace of mind by an extended warranty protection for your hardware invest (**GUDE Care +1, +2 or +3**).

### 1. Description

The available extension of the warranty period for devices of GUDE to 3, 4 or 5 years can be bought within 3 months after date of purchase of this device. When the warranty extension is bought within these 3 months, the warranty period of **GUDE Care** always begins with the date of device purchase (invoice date). It is obligatory to produce the purchase receipt including the device's serial number in order to claim any warranty services. **GUDE Care** is exclusively available for business customers.



### 2. Scope of application

The warranty extension can be claimed in accordance to the corresponding dead lines in case of operational failure of the device. In this case, GUDE takes care of the free repair or replacement of the faulty product at its own discretion.

If a defect occurs repeatedly for a product protected by **GUDE Care**, GUDE can at its own discretion offer as replacement a product with the same or similar feature set or instead of a replacement refund the purchase price. GUDE is not obliged to repair, replace or refund a faulty product, as long as the product has not been returned to GUDE.

### 3. Exemptions

Excluded from the warranty extension is a failure in functionality caused by:

- Incorrect positioning or installation of the device
- Inappropriate usage of the device or usage of not intended accessories
- Opening of the device, damage of the warranty seal as well as results of changing the device
- Outside influences, e.g. mechanical damage, humidity, contamination or force majeure

### 4. Limitation of liability

Our general terms of business apply ([www.gude.info/en/footer-navigation/terms-and-conditions](http://www.gude.info/en/footer-navigation/terms-and-conditions)).

### 5. Cooperation

The warranty holder is committed to take all required efforts to support the GUDE service team in solving the problem by telephone or email. This includes performing self-tests, executing diagnostic routines, making all required data available and carrying out recovery procedures at the instruction of GUDE support team.

### 6. Enforcement and proceeding

The warranty can only come into effect by providing the proof of purchase and the serial number of the device. If the problem cannot be solved, a RMA number is assigned in order to return the device. If requested, an alternate device can be provided for bridging the repair period. The alternate device has to be returned to GUDE after successful repair of the defective device. It cannot be guaranteed that an identical device is provided but possibly a similar product. In order to make the proceeding as smooth as possible, the following information should be at hand for the first contact:

- Proof of purchase of the device (invoice)
- Exact product name
- Serial number of the device
- Firmware version of the device
- Corresponding error reports and logfiles in particular
- Name and version of PC operating system in use if applicable

In all warranty cases, please contact our support team at the following address:

GUDE Systems GmbH  
Von-der-Wettern-Str. 23  
51149 Koeln

Tel. +49.221.912 90 97  
Fax +49.221.912 90 98  
eMail [support@gude.info](mailto:support@gude.info)  
Web [www.gude.info](http://www.gude.info)