

GENERAL TERMS AND CONDITIONS OF BUSINESS

IPD GMBH (IN GERMAN)

7. Complaints about defective, incomplete or wrong deliveries must be reported to us in writing no later than 10 days after receipt of the goods, but in any case before installation and resale. In the event of a justified notification of defects in due time, we are entitled, at our discretion, to repair the delivered goods, make replacement deliveries or credit the reduced value.

Notices of defects can only be recognized if they are made in writing in due time, specifying the defect and sending the rejected goods free of charge.

In order to properly assess the complaint, we are entitled to request parts that are related to the function of the goods complained of, which are to be sent to us free of charge within 10 days. A defect for which we are responsible does not exist in the following cases in particular:

If the delivery item is used other than intended and us known.

In the event of improper handling by the customer or by third parties, e.g. improper installation.

Defect at the place of installation or - if necessary - external additional parts.

Use of improper foreign materials, e.g. oils, lubricants, coolants, drive belts ...

Through natural wear and tear. **Such is the case if our parts are longer than**

Have run for 2 years under normal conditions. In the case of justified complaints, we shall bear the expenses that are necessary for the purpose of subsequent improvement, provided that they correspond to the usual cost rates.

The warranty claim expires at the latest 6 months after a justified rejection of the complaint by us. The filing of a complaint requires payment of the purchase price or remuneration and does not entitle to withhold the purchase price or remuneration. The purchaser can only offset against our claims with undisputed or legally established counterclaims.