

QUALITY GUARANTEE

Applicable for all ekey products purchased after October 1, 2014.

Under the conditions at hand, ekey guarantees its product being free of production and processing errors over a period of

36 months starting from the date of purchase.

The guarantee performance can only be enforced in the country where it was first sold to an ultimate buyer.

You have the option of extending the 3-year ekey QUALITY GUARANTEE by an additional 2 years. All you have to do is register your product online within 4 weeks from date of purchase at www.ekey.net/garantie to take advantage of the full ekey 5 YEAR QUALITY GUARANTEE.

In case of a guarantee claim, a defective unit will be repaired or substituted to restore full operability. The guarantee period is basically six (6) months for accumulators and twelve (12) months following the delivery for LCD displays.

The enforcement of further claims by the buyer/user, particularly claims based on possible concomitant and resultant damage within the framework of the guarantee settlement is explicitly excluded, in any case, however, it is limited to deliberate or grossly negligent acting or default of ekey. A liability for the loss of business opportunities, data or programmes and the loss of profit of the contract partner is also excluded.

Having a defective unit repaired or replaced will not result in an extension or recommencement of the product guarantee.

To enforce one's guarantee claims, the defective unit is to be handed in/delivered free to ekey/the service partner or distributor of the respective country (quod vide www.ekey.net), indicating the number and date of the invoice as well as a description of the defect. In the event of sending the product complained about, the costs for the transport to ekey/the service partner will be borne and the risk of a possible loss or of a delay during the transport will be taken by the person enforcing the claim, and for that reason, concluding appropriate insurance is recommended. ekey assumes no liability for transport damages resulting from inappropriate or insufficient packaging.

No guarantee claims can be accepted for products that were damaged or made unable to operate

1. through misuse, non-observance of the notes for the user contained in the Instructions for Use and/or in the Guarantee Certificate delivered together with the product, or by any other incorrect use of the product, e.g. if the contractually provided goods were operated together with such devices or programmes the compatibility of which was not explicitly confirmed
2. by changing the product,
3. by attempts to repair the product by a third person, i.e. not by ekey or a service partner authorised by ekey,
4. by improper transport or improper package for the return of the product to ekey or a service partner of ekey,
5. by incorrect handling or as a result of mechanical load (such as percussions, dropping, high pressure or similar),
6. by improper installation of products provided by third persons, as well as for products that ekey obtained from a sub supplier about whose property court proceedings due to insolvency was initiated at the time of the enforcement of the guarantee claims, or such proceedings were imminent.

Traces of daily usage (scratches, dents, small rifts, etc.) are no reason for a guarantee claim.

Any damage to or breaking of the factory-made seal will automatically result in an irrevocable termination of all guarantee claims. Interventions are meant to be carried out exclusively of people authorized by ekey under antistatic conditions. If you discover any shortcomings, which result in even more serious defects by continuous usage, those consequential damages cannot be repaired in the range of the guarantee.

After giving a quotation we do explicitly reserve the right to charge a service fee, if the unrepaired device is demanded back. Please pay attention to section 5.3 of ekey's terms and conditions in this context.

We wish you a lot of joy with the innovative quality solutions of ekey.