

Warranty regulations

The company redpipes warrants for a period of two years starting from the transfer of risk defects that are proven to be attributable to a material or manufacturing defects. The claim under the guarantee shall be payable only to the customer and may not be transferred.

Product defects which should receive guarantee protection – as determined by the firm redpipes – are to be corrected in the following way: The defective article will either be repaired free of charge as decided by the firm redpipes, or the defective article will be replaced by a fully functional equivalent (in some cases a later version). Products and product parts which have been replaced become the property of the firm redpipes.

Excluded from the guarantee are:

products with defects arising from normal usage or from other effects of wear caused by the latter, as well as product defects caused by insufficient attention to the technical instructions for use, by the inappropriate use of the article, or due to atypical environmental conditions, operating conditions foreign and inappropriate to the article, excessive implementation of the article, inadequate maintenance or insufficient care; product defects caused by the utilisation of accessories, supplementary or replacement parts which are not original components of the article

Guarantee claims must be raised within the official guarantee period. For this purpose, the product in question should be returned to the firm redpipes with the original invoice.

Claims other than those named in these guarantee conditions – concerning the correction or compensation of product defects - are not covered by this guarantee.

The provision of guarantee services neither prolongs nor renews the guarantee period for the article in question.

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Redpipes
electronic Bagpipes
Rolf Jost