

Warranty Card

(Product Description / Article number / EAN Code)



We, the Wentronic GmbH, offer the manufacturer's warranty in addition to the legal guarantee of our Goobay® products for flawless quality and function under following conditions:

1. Warranty period and exertion

The warranty period shall apply from the date of your purchase of Goobay® product as follows:

Product types	Serie	Warranty period in years
SAT LNBs	67173, 67175, 67269, 67270, 67271, 67272, 67273	10
	67321, 67322, 67323, 67324, 67325	2
LED lighting	General lighting	5
	LED strips and connectors	2
	LED Small lamps (G4, BA9, BA15, E10)	Diese Lampen gelten als Verschleiß-/Verbrauchsartikel und sind von der Garantie ausgenommen.
Batteries / rechargeable batteries	For batteries / rechargeable batteries, we can only guarantee that they keep their capacity within the minimum durability date (shelf life). Batteries and rechargeable batteries are considered as wear parts / consumption items.	
Miscellaneous range		2

For exerting the warranty, we suggest to contact us by the possibilities listed below. Our competent employees will take up your problem and coordinate further actions with you. Please keep the bill / invoice as proof of purchase. If possible, use the original packaging to prevent damage in transit.

2. Territorial application of the warranty

This warranty applies to our Goobay® products in the following countries:

Germany, France, Ireland, Italy, Luxembourg, Austria, Switzerland and United Kingdom.

3. Warranty fulfillment

The type of warranty fulfillment is at our sole discretion by repair or free replacement supply of the affected Goobay® product (if unavailable, for example due to product change, we will provide an equal or similar-looking replacement as possible).

Defects and damages resulting from misuse, wear parts and consumables are excluded from the warranty. Improper use includes in particular:

- Use other than stated under the provisions of the user manual (If no user manual is present, any improper or unusual use is considered as improper),
 - Non-observance of the safety instructions in user manual or on the packaging,
 - Damages caused by water or dropping,
 - Technical interventions, done by yourself or third party, such as disassembly, modification or amendment.
- The warranty does not apply to samples.

Damage which is not caused to the Goobay® product itself, is also not covered under the warranty. So claims, in particular due to neglect of duties, misuse on manipulations and claims for reimbursement of expenses are excluded against us or our agents under the warranty; This also applies to claims for compensation of consequential damages. Further claims do not arise under this warranty. The restrictions, mentioned above, do not apply to statutory rights of the consumer of a purchase of consumer goods or claims of damages resulting from injury to life, body or health, intentionally or by gross negligence, or under the Product Liability Act (ProdHaftG Germany). The warranty is void for improper use of the product. The warranty does not extend the guarantee period or initiate a new guarantee.

4. Expiration of warranty

After the warranty period, you also have the possibility to contact our service hotline.

However, after expiry of the warranty period repairs are liable to service charges.

5. No exclusion of implied guarantee rights

The statutory guarantee rights are not affected by this warranty, but are available fully unchanged to the buyer in addition.

6. Customer Service Data

In case of warranty, please contact our customer service. An accurate fault description helps our technicians in their work and can shorten the repair time. Cut off the card below, fill it out carefully and return it with the defective device and, accompanied by the original sales receipt to the following address:

Hotline: +49 (0180) 5005882 * (0.14€ per Minute from German telephone network. Maximum 0.42€ per Minute from mobile networks.)

E-Mail: info@goobay.de

Web: www.mygoobay.de

Please fill in block letters and send together with the product:

Name:

Street, No.:

Zip Code:

Place:

Phone:

Date, Signature:

Article description:

Failure description: