

Guarantee Conditions

of META-Regalbau GmbH & Co. KG | Eichenkamp | 59759 Arnsberg | valid for products purchased after: 01.08.2024

Our products are subject to strict quality control. We grant therefore a product guarantee on the below mentioned guarantee products that we have produced and placed on the market in accordance with the following provisions.

The legal guarantee rights to which you are entitled, the utilization of which is free of charge, are not restricted by the following guarantee provisions.

If a guarantee product manufactured by us has a material or manufacturing defect, we very much regret this and ask you to contact your contractual partner from whom you purchased the guarantee product. They will process our guarantee services for you.

1. Guarantee Products

These guarantee conditions apply to shelving, wide span, pallet and cantilever racking as well as to special racking in the following product groups, subject to the exceptions listed below:

- META FIX
- META CLIP
- META COMPACT
- META SPEED-RACK
- META MINI-RACK
- META MULTIPAL
- META ATLAS ST
- META MULTISTRONG LIGHT
- META MULTISTRONG MEDIUM
- META MULTISTRONG HEAVY

The following products, shelving systems, applications and components, are excluded from this guarantee condition:

- META CLIP hazardous goods rack
- META CLIP multi-tier and high racks
- META MULTIFLOOR
- META MINI-RACK live storage rack
- META MINI-RACK drum racks
- META MULTIPAL hazardous substance racks
- META MULTIPAL cable reel racks
- META MULTIPAL multi-tier and high racks
- META MULTILINE LIGHT
- META MULTILINE MEDIUM
- META MULTIBLOC
- META steel structures and mezzanine floors
- Racking systems for outdoor installation
- Accessories: safety barriers and protectors, chipboard shelves, steel panel shelves, mesh shelves, gratings, back and side panels, drawers, doors, depth supports, channel supports, wire baskets, bin fronts, bulk material troughs, shelf dividers, mesh dividers, divider bars and brackets,

perforated wall hooks, plinths, clothes hanging rails, storage boxes, drip trays, tray shelves, drum supports, cable reel axles and centering pieces as well as adjusting rings.

2. Guarantee Period

The guarantee period is 5 years from the date of purchase of the new goods.

guarantee services carried out or agreed do not extend or suspend the guarantee period, nor do they initiate a further guarantee period.

3. Guarantee Services

During the guarantee period, guarantee products with material or manufacturing defects will be repaired or replaced at our discretion and at our expense. We shall bear the costs for the delivery of repaired or replaced products to the original delivery address. Any expenses incurred, in particular (dis)assembly costs as well as unloading and transportation costs, but also costs due to loss of use, will not be reimbursed.

Replaced products or product parts shall become our property upon replacement.

Please note that a guarantee claim is excluded under the following additional conditions.

4. Disclaimer of Guarantees

Guarantee claims are excluded in the event of damage caused by the following circumstances:

- improper assembly and improper installation, in particular if these do not comply with the specifications in the operating instructions;
- misuse or improper use (e.g. use of a guarantee product as a climbing device, overloading);
- repairs, conversions or other interventions or modifications to the guarantee product carried out by specialists not authorized by us
- improper use of force (e.g. impact, shock, fall);
- improper storage of the shelving components (e.g. outdoor storage)
- external influences (e.g. fire, weather, vandalism);
- Ambient conditions that do not comply with the specifications in the operating instructions (e.g. temperatures and humidity that are too high or too low)
- non-observance of the safety instructions applicable to the product
- normal signs of wear and tear;

The customer is free to prove the lack of causality.

5. Requirements for your Guarantee Claim

Guarantee claims must be made immediately after discovery of the defect and within the guarantee period.

6. Guarantee processing, costs, place of jurisdiction

Your guarantee claims will be processed by the contractual partner from whom you purchased the guarantee product. This will ensure that your claim is processed quickly and easily.

Therefore, please contact your contractual partner with your invoice, a delivery bill, the order confirmation or an acceptance report. They will report your damage to us and request a repair or replacement product.

If necessary, we will inspect the guarantee product at the installation site in order to decide whether a guarantee claim exists. We ask you to allow our employee or an authorized third party access to the installation site of the guarantee product.

If the fault found is within the scope of our guarantee service, we will also bear the inspection costs and the costs of returning the product to the contractual partner.

If you culpably make an unjustified claim against us, e.g. because you could have recognized that the fault does not constitute a guarantee case, we are entitled to charge you for the inspection and return costs.

The place of jurisdiction for both parties is Arnsberg (Germany, North Rhine-Westphalia)