

# GUARANTEE

## Guarantee

OASE GmbH grants a manufacturer's guarantee under the conditions cited below; the guarantee period is designated on a product-specific basis. This is provided in the form of supplemental text with the product.

The designated guarantee period starts with the first-time new product purchase from an OASE stockist. In the event of a subsequent sale the guarantee period does not start over again from the beginning. The guarantee period is neither extended nor restarted through guarantee performances; legal guarantee claims do not occur on guarantee performances.

If the content of the guarantee is not otherwise specified separately, OASE grants a guarantee in the scope cited below: The prerequisite for claiming any guarantee from OASE, including the extension guarantee is that in the case of parts replacement / repair, the customer must have properly installed OASE spare parts exclusively for any repair or remediation. Any OASE guarantee is invalidated if products from other manufacturers are used.

We provide guarantee performances, at our discretion, through no charge repair, or no charge delivery of spare parts or of a replacement device of comparable value. If the type in question is no longer manufactured, we reserve the right, at our discretion to deliver a replacement device from our product line that most nearly approaches the type that is the object of the guarantee claim. Reimbursement of expenses for removal and installation, inspection, claims for lost profit and compensation for damages are not covered by the guarantee, nor are more extensive claims for damages and losses, regardless of type, that have been caused by the device

or its use. The guarantee only applies for the country in which the product was purchased from an OASE stockist. German law applies for this guarantee in accordance with these conditions; with exclusion of the United Nations Convention on Contracts for the International Sale of Goods (CISG).

The legal rights of the purchaser, particularly from the warranty, continue in effect and are not limited by this guarantee.

Defects or damage that are due to faulty installation or operating errors, as well as insufficient care, or for example, due to the use of unsuitable cleaning agents or neglected maintenance, non-intended use, damage, impact, the effects of freezing, etc. cutting off the plug, shortening the cable, calcium deposits or improper repair attempts, do not fall under the protection of the guarantee. With regard to intended use we refer you to the use instructions, compliance with which is the basic prerequisite for a guarantee claim. Parts subject to wear, such as bulbs, are not part of this guarantee. If there is a guarantee case please contact your OASE stockist that sold the product to you. If this possibility does not exist, then claims arising from the guarantee can be made binding against OASE GmbH & Co. KG Tecklenburger Str. 161, 48477 Hörstel, Germany by shipping the device or the parts in question to us at your expense, together with the original purchase receipt of the OASE stockist, the guarantee certificate, as well as written information about the claimed defect.

A directory of OASE stockists is available at [www.oase-livingwater.com](http://www.oase-livingwater.com).

# EXTENSION GUARANTEE

## Extended OASE Guarantee on request

In the advertised cases, the customer has the possibility of having the OASE guarantee extended for the specified time. With the exception of the respectively specified term, for the Extension Guarantee, in all other aspects the same conditions that we have published for the guarantee apply. The Extension Guarantee can only be acquired through online registration. The prerequisite for claiming the Extension Guarantee is that the customer must completely register on the Internet within the legal guarantee period of 2 years, at: [www.oase-livingwater.com/de-garantie](http://www.oase-livingwater.com/de-garantie). The registration must be concluded within the legal guarantee period. Alternatively the customer can register via the **OASE Hotline (+49) 05 41 / 9 33 99 98 00 (At the respective rate from the German landline network)**. By registering, the customer declares that he agrees that OASE may confidentially save personal information that we collect from the customer, in accordance with the statutory regulations of German data privacy legislation,

and of the law governing teleservices, and that OASE may use this information for internal OASE business purposes. Forwarding of the data to third parties is strictly excluded. The customer can revoke his consent at any time by sending his written revocation to OASE GmbH, Tecklenburger Str. 161, 48477 Hörstel, Deutschland. After OASE receives the revocation, the data in question will no longer be used for purposes, other than the processing of the guarantee.

## TAKE BACK GUARANTEE

Alfafol consists of regenerate free and cadmium free PVC. OASE will also take back Alfafol liner at no charge for recycling after the guarantee period, if the Alfafol liner is delivered by the customer in cleaned status to the OASE business premises in Hörstel Germany, at customer's own risk, and at the customer's expense.