Statement of Guarantee

HOPPE operational guarantee
for door and window hardware

Guarantee:
As manufacturer, we guarantee, under the conditions set forth below, the durability of properly-used HOPPE hardware, over and above the seller's legal liability for material defects.
The guarantee applies to the function of HOPPE door and window hardware and includes all defects which can be proved to have been caused through fault in manufacturing or material.

The operational guarantee includes the following features:
- transfer of the rotary motion to the door lock or the window turn-/tilt-hardware
- locking mechanism (in the case of window handles with special functions: lockable, push-to-open, Secustik®)

Guarantee exclusions:
All interchangeable parts, such as screws, connecting spindles etc, are excluded from this guarantee. Furthermore, no liability will be assumed for any damage caused through:
- unsuitable and improper use,
- incorrect or negligent treatment,
- the disregard of instructions for fitting or care, alterations and repair by the enduser or a third party,
- chemical or physical agents, where the surface has been improperly treated, for example by sharp instruments,
- elements (door, window) and/or hardware parts (e.g. locks, hinges etc.) which do not work perfectly.

Guarantee conditions:
This guarantee relates, within the guarantee period, solely to either replacing the handle free of charge or to repairing same free of charge, on behalf of the original enduser, this decision being at HOPPE's discretion. Costs and expenses, postage and packaging and similar, as incurred by the complainant, shall not be reimbursed. Claim to guarantee shall only occur on presentation of the product itself and the receipt and shall not exceed the original purchase price.

Guarantee period:
The guarantee period shall be for 10 years and shall begin on the day of purchase by the original enduser. In the event of any claim, complainants should address themselves directly to the seller or manufacturer presenting both the product and the receipt.