

## Important notes on GTC, price validity, warranty periods and warranty conditions

### **Price Validity and General Terms and Conditions**

With the publication of a price list, all previous price lists are superseded. Unless otherwise specified or agreed separately, all prices are quoted in Euro ex works, excluding freight, packaging, insurance and the respective statutory sales tax. The price list is applicable in conjunction with our General Terms and Conditions (GTC) which are in effect at the time of ordering and apply exclusively. The current version of our GTC at any time is available on the Dallmeier website, or will be sent by mail upon request.

Prices and models are subject to change. Information and illustrations in all documents describing appearance, performance, dimensions etc. are non-binding and only represent an approximate description. The product descriptions in our documents correspond to the status at the time of printing. Dallmeier reserves the right to make technical and design variations, as well as changes to models, structures and materials in the course of technical progress and further foreseeable development. Please ask Dallmeier about the current equipment status of the system in which you are interested before placing an order. The properties and features of the contract object specified in the respective order confirmation are decisive. Please refer to paragraphs 2.2 and 2.3 of our GSTC as to any changes and variations after conclusion of the contract.

### **Warranty periods for new systems**

If no other warranty period is specified for individual products and components, we offer warranty lasting 24 months (Bring-In).

Excluded from this are wear and tear parts or moving parts (e.g. pan/tilt/zoom, joystick, DC-controlled lenses, zoom blocks, filter shifters, etc.) for which a warranty period of 6 months is typical in business with other companies (however, see also the following notes on regular wear and tear).

### **Warranty periods for service and repair orders as well as individually ordered hard disks and spare parts and systems purchased in sell-off programmes**

12 months

**Any extension of warranty obligations does not constitute a guarantee and does not cover the installed hard disks.**

#### **Note:**

Dallmeier's warranty obligation is voided if defects or changes to the delivered equipment are caused by improper interference or installation on the part of the original purchaser or third parties.

This also applies in particular if the original purchaser or third parties use spare parts which are not authorised by Dallmeier. The warranty obligation is also voided in the event of alteration, defacement, removal of the serial number and insofar as a defect is caused by improper use of the goods, unprofessional treatment (e.g. varnishing), incorrect repairs, inadequate maintenance or regular wear and tear. This applies particularly for usual wearing of hardware components or comparable parts which are susceptible to natural wear during use in conformance with the contract. We refer particularly to paragraph 6.3, letter h of our GTC.

An RMA number must be created for each return of goods. A flat-rate processing fee of € 50.00 will be charged in addition to the repair costs for each processing of a repair case without RMA number and without a detailed description of the defect.

Should a complaint turn out to be unjustified, the return of the respective goods will be charged. If no defects can be reconstructed on returned goods in spite of thorough tests, we will charge a flat-rate processing fee of € 35.00 for cameras and € 120.00 for recorders plus transport costs for each unjustified request to remedy defects.

We charge € 50.00 per device for cost estimates if the estimate does not lead to a repair order, if the performance date elapses without response from the customer, or if the goods are to be scrapped. If the estimate does lead to a repair order the € 50.00 will be included in the charge.

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