



The warranty conditions provided by HERMAN Slovakia Production s.r.o, Mokrá Lúka 226, 050 01 Revúca, Slovakia (hereinafter referred to as "HERMAN" or "we") apply to machines, devices, chargers and batteries without exception.

The system of registration of serial numbers of our tools is unique. In case you have purchased tools directly from our headquarters or registered them when buying from a contract dealer, we take over the management of the registration and you no longer have to put away your proof of purchase or warranty certificates.

When a repair is required, simply fill in the [service form](#) and prepare the tool for dispatch and when the following conditions are met, the tool is repaired by the next working day at the latest.

Conditions for free repair:

1. The tool must be sent to an authorised service centre immediately after the fault has been detected, in complete condition, cleaned and with a description of the fault.
2. The tool has been regularly maintained, used for the purpose for which it was intended and in accordance with the instructions for use.
3. The tool motor has not been overloaded and there are no signs of damage from external influences.
4. The tool has not been tampered with by unauthorised persons.
5. The tool has an undamaged and legible serial number.

3 years FIRST CLASS SERVICE

Valid for every end user who has complied with the above conditions, for a period of 3 years from the date of sale, no registration required. Repair is free of charge in full and includes:

- transport of the tool to and from the service centre (valid for SK, CZ and HU, regardless of the country in which the tool was purchased)
- work and spare parts except accessories and spare parts of a consumable nature
the elimination not only of material and manufacturing defects, but also the elimination of any defects that arise despite compliance with the above basic principles for carrying out a free repair

8 years warranty against material and/or manufacturing defects

After the expiry of the 3-year warranty, we provide an additional 5-year warranty against material and/or manufacturing defects. Material and/or manufacturing defects are defined as a change in (the characteristics of) the goods caused by the use of inappropriate or poor quality material, failure to comply with technology or inappropriate technology, or inappropriate design. A defect shall not be deemed to be a change (characteristic) of the goods which has occurred during the warranty period as a result of natural wear and tear, as a result of any damage caused by the user or a third party, or as a result of any other improper intervention.

Final provisions

If it is proven that a warranty repair is not warranted according to these rules, we may claim the costs associated with repairing the tool or send the unrepaired machine back to the buyer's address at the buyer's expense.