

Warranty statement DURACLIP® metal clip

General

The items in our DURACLIP® clip folder series and the corresponding metal clips are manufactured, tested and packaged with care. However, should an item prove to be faulty, DURABLE Hunke & Jochheim GmbH & Co. KG ('DURABLE') provides a separate warranty. Your statutory warranty rights remain unaffected.

I. Scope of application

This warranty applies exclusively to the functionality and clamping force of the metal clip of DURABLE items from the DURACLIP® clip folder series:

2200xx Clip folder DURACLIP® 30 A4

2209xx Clip folder DURACLIP® 60 A4

2227xx Clip folder DURACLIP® 30 A4 retail pack

2238xx Clip folder DURACLIP® 60 A4 retail pack

2213xx Clip folder DURACLIP® PLUS 30 A4

2229xx Clip folder DURACLIP® EASY FILE 30 A4

2234xx Clip folder DURACLIP® INDEX 50 A4

2218xx Clip folder DURACLIP® 60 A3

2217xx Clip folder DURACLIP® 30 A5

II. Geographical scope

The warranty applies exclusively in the European Union, Great Britain, Norway, Switzerland and the USA and therefore only applies to DURACLIP® folders purchased in these countries.

III. Subject of the warranty

1. DURABLE grants its customers of DURACLIP® clip folders a manufacturer's warranty beyond the statutory liability for defects on the unrestricted functionality and clamping force of the metal clip of these items.

2. This manufacturer's warranty is valid for 5 years from the date of purchase (receipt or invoice).
3. Within the warranty period, we will, at our discretion, repair or replace any items that no longer function as specified by DURABLE.
4. Replaced DURACLIP® clipboard items or parts thereof become the property of DURABLE.
5. Warranty services provided do not extend the warranty period nor do they trigger a new warranty period.
6. Warranty claims must be made to DURABLE immediately after becoming aware of the limited functionality.
7. This warranty is handled exclusively by DURABLE. Third parties are generally not authorised to make statements on behalf of DURABLE within the scope of this warranty.

IV. Warranty processing

1. Warranty claims must be made to DURABLE immediately after becoming aware of the issue.
2. Keep the proof of purchase for the duration of the warranty period.
3. Contact details in the event of a warranty claim:

In the event of a warranty claim, please contact your DURABLE representative.

European Union (except Sweden, Denmark and Finland) and Switzerland:

DURABLE Hunke & Jochheim GmbH & Co. KG Customer Service

Westfalenstr. 77–79

58636 Iserlohn

Germany

Email: [service@durable.de](mailto:service@ durable.de)

Tel.: +49 (0)2371 / 662 – 0

Return address:

DURABLE Hunke & Jochheim GmbH & Co. KG Distribution Centre

Grünlandweg 1–5

58640 Iserlohn

Scandinavia (Sweden, Denmark, Finland and Norway):

DURABLE SCANDINAVIA AB

Fågelsångsvågen 4B – Box 4

S-18621 Vallentuna

Sweden

Email: [info@durable.se](mailto:info@ durable.se)

Tel.: +46 86301150

United Kingdom and Ireland:

DURABLE (UK) LTD.

10 Nimrod Way

GB-Wimborne, Dorset

BH21 7SH

Great Britain

Email: customeroperations@durable-uk.com

Tel.: +44 1202 897071

USA:

DURABLE OFFICE PRODUCTS CORP.

10 N. Martingale Rd.

Schaumburg, IL 60173

Email: customerservice@durable-north-america.com

Tel.: +1 800-273-3118

4. After consulting with our relevant service department, please send the item you are returning, together with the original proof of purchase, to your local

DURABLE branch. The relevant DURABLE service department may decide at this point that a photo of the broken item is sufficient, provided that the proof of purchase is enclosed.

V. Exclusion of warranty

Warranty claims are excluded in the event of damage caused by:

- improper handling,
- natural wear and tear, overloading,
- the use of accessories/add-ons/attachments and care products not approved by the manufacturer,
- environmental influences such as moisture, sunlight, heat or contamination,
- failure to observe the usage information
- use of force,
- unauthorised repair attempts,
- return in packaging that is not secure for transport

VI. Scope of the warranty

1. This warranty serves as the sole legal remedy against DURABLE for defective products (except for claims arising from product liability). Other warranties that may be granted to end customers by specialist retail partners or other legal or contractual claims cannot be asserted against DURABLE unless DURABLE expressly assumes such an obligation in writing.

2. DURABLE's warranty liability is limited exclusively to the obligations listed above. Further claims, in particular claims for consequential damage, indirect damage and financial loss, are excluded under this warranty, unless any claims are based on manufacturer liability under mandatory law.

3. DURABLE reserves the right to make changes to the colour and material of the replaced items or item components.

VII. Ancillary provisions

1. Changes to this warranty statement are only possible in writing.

2. The place of performance and jurisdiction for all disputes arising from this warranty statement is Iserlohn.

3. German law applies.