

WARRANTY



Important documents: To be kept by the user of the door system!



Dear Hörmann Customer,

Thank you for placing your confidence in us by purchasing a Hörmann garage door. Hörmann products are manufactured to the highest quality standards and leave our factory only after rigorous quality testing.

Should you nevertheless have grounds for complaint, please contact your specialist dealer.

To enable your claim under this warranty to be processed as quickly as possible, please provide the following details:

1. Your name, address, and telephone number
2. Original invoice with date of purchase
3. Product designation / door type and DoP – / Order no.
4. Description of defect

Hörmann: Quality without Compromise

Declaration of performance see: www.hoermann.co.uk/dop

Warranty

Warranty conditions and card

1. Warranty Period

From the date of purchase, the purchaser receives a 10-year warranty on the safe function of the Hörmann garage door. For replacement parts, the warranty period is 6 months or at least the remainder of the warranty period.

From the date of purchase, the customer receives a 5-year warranty on:

- springs, cables, rollers, hinges and return pulleys for garage doors used under normal conditions with max. 10 door cycles (open/close) per day.
- colour and UV resistance of the decor foil and decor printing.

Please fill in the necessary details in the warranty card and keep this in a safe place together with your receipt of purchase. In addition, please have your specialist dealer place his stamp in the space provided. If you wish to file a complaint, this is the specialist dealer you should contact.

Designation / type

DoP - / Order no.

Customer, address

Telephone

2. Prerequisites

The warranty claim only applies in the country in which the Hörmann garage door was purchased. The product must have been purchased through our authorised distribution channels. A claim under this warranty exists only for damage to the object of the contract itself.

A completely filled-in warranty card and proof of purchase with date substantiate your right to claim under the warranty.

Date of purchase

Dealer, town, country

Stamp

Fitting location / country

3. Performance

For the term of the warranty, we shall rectify all defects of the Hörmann products that can be demonstrably attributed to material or manufacturing defects. We shall replace the defective goods with defect-free goods at no charge, rectify the defects or compensate for loss in value according to our choice. We do not cover costs for disassembly and fitting or shipping costs. Replaced parts become our property.

Assessment of the colour changes of the decor foil / decor printing is done according to ISO 4582, grey scale ISO 105-A2 \geq level 4 is permissible.

Excluded is damage by / to:

- improper fitting, failure to arrange for cleaning and care
- improper initial start-up and operation
- negligent or intentional destruction
- external influences such as fire, water, salts, alkali, acids, abnormal effects of the environment
- mechanical damage caused by improper transport and fitting
- priming and other surface protection
- improper protective coating or coating applied too late
- repairs conducted by unqualified persons
- use of non-original parts without approval from the manufacturer
- removal or defacing of the product number

Important:  When filing a complaint, please quote the product number.



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The logo for Hörmann, featuring the word "HÖRMANN" in a bold, yellow, sans-serif font. The letter "H" is significantly larger than the other letters. The text is set against a solid blue rectangular background.