



Guarantee. Hailo Ladders and Household steps

Dear Customer,

Our products are the subject of strict quality controls. We therefore issue a guarantee on all ladders and household steps (Guaranteed Products) purchased from us subject to the following conditions:

Your statutory rights of warranty are not limited by the following conditions of guarantee.

We very much regret if one of our Guaranteed Products does not function properly and advise you to contact our after sales service referred to below. We will willingly offer assistance by telephone under the service hotline referred to above.

1. Guarantee Period and Territory

The term of guarantee is 25 years (applies to non-commercial use) / 3 years (applies to commercial use) from the proven date of purchase. The guarantee applies only to purchases made in the European Union and Switzerland.

Any works performed or agreed under guarantee do not extend or impede the term of guarantee, nor do they renew the guarantee period.

2. Scope of Guarantee

During the term of guarantee Guaranteed Products which evidence material or manufacturing errors regarding aluminium and steel parts, shall, at our option, be either repaired or replaced at our expense.

Title to any products or parts exchanged shall pass to us on exchange.

Please note that a claim under guarantee is subject to the following conditions:

3. Conditions for your Claim under Guarantee

Claims under guarantee must be notified to us without delay after discovery of the error within the guarantee period.

Notice of the claim is to be given to our after sales service by email, facsimile or by telephone. You will receive from us a prepaid shipping label by email (pdf file) or by post.

As soon as you have received the prepaid shipping label you are obliged to return the faulty product to the service address referred to below as soon as possible using the shipping label and enclosing the guarantee card below together with your original sales receipt postage free.

Valid for products produced on or after 1st January 2014



4. Cost

Where the error ascertained falls under our guarantee you will receive back from us a new or repaired product. The inspection and return shipment cost will be borne by us. Where you culpably submit an unwarranted claim, e.g. if you could have detected that the error does not fall under our guarantee, we shall be entitled to invoice you the inspection and return shipment cost.

A Claim under Guarantee is subject to the following Conditions

1. The appliance concerned must be clearly identifiable via its serial number;
2. External factors such as fire, vandalism, unauthorised interference, excess temperatures etc. or normal wear and tear have been eliminated as the cause;
3. A modification of the devices by unauthorized Hailo employees/partners did not cause the damage;
4. The appliance has been properly installed, used, repaired, and maintained in accordance with the instructions for use, more particularly:
 - a. Installation, setup and assembly are carried out professionally according to the instructions for use and the assembly instructions;
 - b. Repairs are carried out professionally by a Hailo employee/partner. If you carry out the repair by yourself or by a service technician not authorized by Hailo, it is a prerequisite for the guarantee claim that the fault was not caused by the repair;
 - c. The appliance in question is used exclusively in conjunction with compatible products.

The Scope of Performance and Guarantee does not include the following

1. The cost of replacement parts which are subject to particular wear and tear (e.g. batteries) and of consumables; maintenance of accessories, alterations, fittings or other equipment;
2. Electrical works external to the products;
3. Damage caused by non-compliance with the ambient conditions prescribed by the instructions for use;
4. Damage caused by improper or incorrect handling;
5. Damage caused by environmental influences (moisture, heat etc.);
6. Damage caused by non observance of safety precautions applicable to the product;
7. Damage caused by non observance of the instructions for use;
8. Damage caused by the use of force (e.g. a knock, blow, fall);
9. Damage caused by interference (changes or repairs) which were not carried out by Hailo authorized service personnel or which were carried out by yourselves;
10. Damage caused during shipment due to unsuitable packing.

Guarantee Card.



In the event of a guarantee claim please contact the after sales service referred to here. Detach this card, fill it out legibly and send it with the defect Guaranteed Product together with the original sales receipt to the following service address:

Hailo-Werk
Rudolf Loh GmbH & Co. KG
Daimlerstraße 8
D-35708 Haiger
E-Mail: customer-service@hailo.de

Appliance / Article Description _____

Date of Purchase _____ (including sales receipt)

Description of Error

Name _____

Address _____ Post Code / Town _____

Phone _____ Fax _____

Date _____ Signature _____