

# HIZERO

## WARRANTY CONDITIONS

Warranty policy for HIZERO devices in Germany.

For all technical questions, please contact +..... or email  
office@sternadeutschland.de

## I. WARRANTY TERMS

1. Sterna Deutschland GmbH, Meinekestr. 27, 10719 Berlin, National Court Register No. ...., IRUS: ..... (Warranty Provider) guarantees that the purchased device is free from physical defects. The warranty covers only defects resulting from causes inherent in the sold product (manufacturing defects).
2. In case of lack of conformity of the product with the contract, the buyer is entitled to statutory remedies from the seller at the seller's expense. This warranty does not affect these rights.
3. Any confirmed defect will be repaired at the Warranty Provider's cost within 14 days from the date of reporting to the authorized service or point of sale. In exceptional cases, such as the need to order parts from the manufacturer or reasons beyond the control of Sterna Deutschland GmbH, the repair period may be extended to 30 days.
4. Warranty period:
  - **36 months** for private consumers,
  - **12 months** for businesses or devices used for commercial purposes,starting from the date the product is received.
5. Matters not regulated by this Warranty are governed by the Civil Code and other relevant laws (especially consumer protection law).
6. To use the warranty, contact the Service & Maintenance Department. Contact details:  
[www.sternadeutschland.de](http://www.sternadeutschland.de)
7. The Warranty Provider is not responsible for damage resulting from improper packaging of the device for shipment or transport-related damage.

## II. THE WARRANTY DOES NOT COVER

1. Defects or malfunctions caused by user action.
2. Damage caused by use contrary to the user manual.
3. Mechanical, chemical, or thermal damage.
4. Repairs or modifications performed by unauthorized persons or companies.
5. Naturally wearing parts and consumables such as: cleaning roller, cleaning brush, squeegee, separator, seals.
6. Transport damage.

7. Damage caused by external factors such as excessive temperatures, flooding, overvoltage, chemical exposure, humidity, or force majeure.

### **III. WARRANTY RIGHTS AND PROCEDURES**

1. Confirmed defects may be resolved through:
  - a) Repair of the device,
  - b) Replacement of the device,
  - c) Refund of the purchase price.
2. If the claimant does not choose a preferred remedy, the Warranty Provider decides how the claim will be resolved.

If the consumer requests repair or replacement, the Warranty Provider will proceed accordingly unless the chosen method is impossible or requires excessive cost.

If both repair and replacement are impossible or disproportionately expensive, the Warranty Provider may refuse to restore conformity.

The buyer must provide the defective device to the Warranty Provider.
3. Reparations may be carried out using new or refurbished parts, at the Warranty Provider's discretion.
4. Replacement or refund is handled by the Warranty Provider, provided a replacement device is available.

Returned devices must be complete and free from mechanical damage. Failure to meet these conditions may result in refusal of warranty service.
5. Statutory warranty and consumer rights remain unaffected.
6. This warranty applies only within the territory of Germany.
7. To receive warranty service, proof of purchase (order) must be provided, and the device must be used according to the user manual.
8. Only employees of the Authorized HZERO Service of Sterna Deutschland GmbH are authorized to assess product defects.

### **RESERVATIONS**

Damage to or removal of the nameplate with the device serial number may result in rejection of the warranty claim.