

TERMS OF GUARANTEE

Sortimo International GmbH

1. Beginning and end of the guarantee

The guarantee begins after the complete installation of the van racking system into the vehicle, or as the case may be, after the handover of the vehicle and ends on the last day of the corresponding calendar month in the fifth subsequent calendar year. The guarantee is valid according to the following provisions for the equipment and its installation in the vehicle, which has been made known to us through our receipt of the chassis-number.

2. Guarantee section

The guarantee extends to the functional efficiency of the van racking system in total as well as technical details, such as locking systems, pull-out drawer, and interlocking. Parts subject to wear and tear are obviously exempt (e.g. telescopic slides, springs, push-buttons, lamps etc.). The stability and durability of the fastening in the vehicle is also included.

The guarantee only applies to original Sortimo parts, which were installed by an authorised Sortimo Partner. Installation vehicles which are not used in conventional road traffic situations.

In addition, the following are exempt from the terms of guarantee:

- Electrical items as well as their installation, such as also electrical accessories e.g. lamps, batteries, rechargeable battery/accumulator etc.
- Vehicle decals of any kind
- Gas pressure spring
- Any type of parts subject to wear and tear and signs of usage/handling, also especially on the floor panelling and wall cladding
- Change in colour
- Surface rust and superficial rust

The guarantee extends only to racking systems which are used for its intended purpose. No guarantee claim can be made, if our normal provisions and/or requirements set from us in our installation instructions, operating instructions, safety brochures are not adhered to or are deviated from in usage and/or are overstrained in any way. Damages that occur, by means of an accident, catastrophe or vandalism, will not be reimbursed within the framework of this guarantee-commitment.

3. Guarantee services

In the event of a guarantee case, Sortimo International GmbH provides for replacement or repair of damaged parts as well as carrying out of maintenance work by authorised Sortimo Partners, at its own discretion. Any resulting costs in the form of travel or waiting periods will not be reimbursed. Other claims the customer makes against Sortimo International GmbH, especially for damage compensation, are excluded.

The guarantee does not affect the contractual or legal rights of the customer in relation to the respective seller. In particular within the framework of this agreement, no compensation will be granted for incurred economic loss, consequential damages due to defects or personal injuries.

Claims under the guarantee shall be subject to the condition that the guarantee case is to be communicated in written

form and given to Sortimo International GmbH, specifying the defects within 7 calendar days at the latest, as of its discovery. Guarantee repair may only be provided after written authorisation from Sortimo International GmbH.

Sortimo International GmbH reserves the right to replace the parts with similar parts or parts of the same quality, due to parts which are no longer maintained in the product portfolio or which can no longer be delivered.

4. Retrofitting and vehicle change

Retrofitting carried out on an existing Sortimo van racking system with a Sortimo guarantee, are covered by the existing guarantee i.e. the guarantee protection for this retrofitting is limited to the remaining period of the existing guarantee, if the retrofitting is carried out using Sortimo parts and is executed by means of an authorised Sortimo Partner.

The guarantee remains unaffected until the end of the term of guarantee, if the van racking system is transferred into another vehicle by means of an authorised Sortimo Partner within the five years. In the case of a guarantee claim, this has to be proven by the submission of a corresponding invoice.

Sustainable changes, such as conversions or retrofitting, as well as changing of the equipment into another vehicle, which are not carried out by an authorised Sortimo Partner leads to expiring of the guarantee.

In the case of an accident or other external influences which could have an impact on the condition of the van racking system, an inspection has to be carried out by an authorised Sortimo Partner; otherwise the claim of guarantee expires at the time of the accident or the external influences.

Status: November 2022