

WARRANTY CONDITIONS OF AUGUSTIN GROUP GMBH & CO KG

Last updated 02.11.2022

I. Submission of a warranty claim

1. All warranty claims must be submitted in writing with a detailed error description and our **completely** filled in warranty form.
2. When submitting, the following data is absolutely required:
 - copy of the purchase invoice
 - copy of the original installation invoice (issued to the vehicle owner)
 - If repair or follow-up costs (but excluding profit mark-ups and VAT) are claimed, copies of the relevant invoices must be attached.
 - in certain circumstances test/inspection/error log

II. Additional fees

1. If subsequent costs such as installation/removal costs or material costs are incurred in a warranty case, these will be invoiced in accordance with the guidelines of our suppliers or AutoData in an accepted warranty case and compensated via the cancellation invoice of the item.
2. Subsequent costs must be submitted immediately upon registration. Subsequent costs submitted later will not be considered.
3. **Installation/removal costs**
 - In the case of recognised warranty cases, Augustin Group GmbH & Co.KG will cover wage costs in the amount of 50.42 EUR plus VAT per hour. Wage costs exceeding this rate shall be deemed disproportionate.
4. Invoices sent to Augustin Group GmbH & Co.KG in connection with a warranty will not be taken into account or compensated, see point 1.

III. Warranty and processing time

1. The warranty provisions cover all catalogue products of the company Augustin Group GmbH & Co KG. Custom orders are excluded from this.
2. The warranty provisions cover all catalogue products of the company Augustin Group GmbH & Co KG. Custom orders are excluded from this.
3. The processing time of warranty cases is typically a maximum of 6 weeks after the goods have been received. Should you not receive any feedback from us within this time, please contact the warranty department by e-mail: gewaehrleistung@augustin-group.de or by phone: +49 (0)4608 973 66 101

IV. Rejected warranty claims and secondary submissions

1. If you wish to return a rejected item, please note this on the warranty form.
2. You will be charged 50.42 EUR plus VAT for a second submission of an already checked warranty claim.

Important informations:

Our General Business Terms and Conditions apply.

At www.augustin-group.de/formulare you can download the warranty form, if it is not available to you yet.

**If no warranty form is submitted,
your case will not be processed and the goods
will be returned at your expense!**

Address for warranty claims:

Augustin Group GmbH & Co. KG
Gewährleistung
Skandinavien-Bogen 5
24983 Handewitt

Phone +49 (0) 46 08 / 9 73 66 101
E-Mail gewaehrleistung@augustin-group.de

Business hours Monday to Friday 08:00 - 15:00 h