AUTOMATION AVENUE®

Guarantee terms

These terms apply to goods sold by Automation Avenue (seller) through the shop automation-avenue.eu. They are part of our terms and conditions (clause 9.3).

The seller guarantees that the goods remain functional for the guarantee period from delivery (durability guarantee). The period is 3 months for new items from the seller's stock and 30 days for used and refurbished items. For items from the stock of our supply partners, it is 30 days, even if they are new. Items sold as defective carry no guarantee. The period for each item is stated on its product page.

If a defect occurs within the period, the seller will, at its option, supply an equivalent replacement or refund the purchase price. The seller bears the cost of the return shipment. The guarantee does not cover damage caused by incorrect connection, overvoltage, improper installation or use or by tampering with the goods, nor normal wear of wearing parts.

To make a claim under the guarantee, contact us within the period by email at info@automation-avenue.eu or by phone at +49 2685 9190014, stating the order number and the fault. The seller will then tell you how to return the goods. The guarantor is Automation Avenue, Ringstraße 20, 57632 Eichen, Germany. The guarantee applies to consumers and businesses alike and in all countries the seller delivers to.

Statutory rights in the event of defects against the seller exist alongside the guarantee. They can be asserted free of charge and are not restricted by the guarantee.