

# WARRANTY TERMS AND CONDITIONS

## for Hand Trucks by EXPRESSO Deutschland GmbH & Co. KG

(valid from purchase date: 01.01.2025)

Our products are subject to strict quality control. We therefore grant our customers a warranty for material and manufacturing defects under the following conditions for the warranty products listed below that we have manufactured and placed on the market.

**The statutory warranty rights available to our customers, which can be claimed free of charge, are not restricted by the following warranty conditions.**

### 1. WARRANTY PRODUCTS

This warranty applies to the following products: hand trucks, stacking trucks, folding trucks, transport trucks, multi-purpose trucks, tire trucks, self-service trolleys, foldable stair climbers, combo lift trucks, universal trucks, parcel trucks, service carts, utility trucks, double stacking trucks, transport and filling carts, beverage trucks, frozen foods and convenience carts, with consideration of the exceptions listed below.

The following products and components are excluded from this warranty: Electric stair climbers, MobiBench, steel trucks, custom-built trucks, accessories such as any kind of plastic parts, handles, skids, wheels and tires, tubes, tie-down straps, soft protectors, bags and protective profiles.

### 2. WARRANTY DURATION & TRANSFERABILITY

The warranty period is 10 years from the date of purchase of the new product. Any warranty services performed or agreed upon do not extend, suspend, or restart the warranty period. The warranty is only transferable to third parties with our consent.

### 3. WARRANTY SERVICES

During the warranty period, we will repair or replace, at our discretion and at our expense, warranty products that exhibit material or manufacturing defects. We will cover the delivery costs of repaired or replaced products to the original delivery address. Any additional expenses, especially (de) installation costs and unloading and transportation costs, will not be reimbursed.

Replaced products or product parts become our property upon exchange.

### 4. WARRANTY EXCLUSIONS

Warranty claims are excluded for damages not attributable to a material or manufacturing defect, such as:

- Improper handling, especially if it does not comply with the operating instructions.
- Misuse or inappropriate application.
- Other modifications or changes to the warranty product.
- External influences (e.g., fire, weather, vandalism).
- Failure to observe the applicable safety instructions for the product.
- Typical wear and tear.
- Product characteristics inherent to the nature of the goods, which do not constitute a defect.

The customer may provide proof that the defect was not caused by these reasons.

### 5. PROCEDURE FOR CLAIMING THE WARRANTY

Warranty claims must be made immediately upon discovery of the defect and within the warranty period. To process warranty services, please contact our national or international customer support for hand transport equipment, providing the purchase date and invoice:

Phone: +49 (0)561 95 91-0

E-mail: [internationalsales@expresso.de](mailto:internationalsales@expresso.de)

To determine whether a warranty case exists, it may be necessary for you to send us the product or grant us access to the warranty product. If the defect falls within our warranty coverage, we will bear the shipping and inspection costs. Should you make an unjustified claim due to your own fault, e.g., if you could have reasonably determined that the defect was not covered by the warranty, you will bear the shipping, inspection, and return costs.