

WARRANTY CONDITIONS OF AUGUSTIN GROUP GMBH & CO KG

Last updated 01.03.2024

I. Submission of a warranty claim

1. All warranty claims must be submitted in writing with a detailed description of the fault (including a photo) and a **fully completed** warranty form*. Sending in the defective spare part (inspection by the manufacturer) is mandatory.

The documents for processing must be sent by e-mail to gewaehrleistung@augustin-group.de for processing.

*see „Important information“

2. The following documents must be submitted with a warranty claim:

- **Warranty claim form** (duly completed)
- If repair or follow-up costs (but excluding profit mark-ups and VAT) are claimed, copies of the corresponding invoices must be enclosed
- **Initial installation invoice** (customer invoice)
- **Removal/renewal invoice** (customer invoice)
- For electrical components (sensors/control units): test report
- For catalytic converters / diesel particulate filters: test report
- For injection nozzles: test report
- For transmission or engine complaints, the serial number of the component is mandatory.

Addition: Before dismantling or repair work is carried out, **prior consultation with us about the procedure is mandatory!**

II. Additional fees

1. If follow-up 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 the case of an accepted warranty case and settled via the cancellation invoice for the item.
2. Follow-up costs must be submitted immediately upon registration. Follow-up costs submitted at a later date can no longer 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 58.00 EUR plus VAT per hour.
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 period for customers who are not consumers within the meaning of § 13 BGB is 12 months from the date of purchase.
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
4. Missing documents will be requested within 4 weeks. If these are not submitted after two requests, the warranty claim will be closed and the parts sent in will be returned to our credit.

IV. Rejected warranty claims and secondary submissions

1. If you wish to have a rejected item returned to you, please note this on the warranty form.
2. You will be charged 58.00 EUR plus VAT for a second submission of an already checked warranty claim.

Important information:

Our General Business Terms and Conditions apply.

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

Without a fully completed warranty form, the warranty 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