

QUALITY GUARANTEE

Under the following conditions, ekey provides a

36-month guarantee from the date of purchase

for material or processing defects. The guarantee performance can only be enforced in the country where it was sold to you.

In case of a guarantee claim, a defective unit will be repaired or substituted to restore full operability. The enforcement of further claims by the buyer, particularly claims based on possible concomitant and resultant damage within the framework of the guarantee settlement is explicitly excluded. Liability for the loss of business opportunities, data or programs and the loss of profit of the contract partner is also excluded. Having a defective unit repaired or replaced will not result in an extension or recommencement of the manufacturer guarantee.

To enforce one's guarantee claims, the defective unit is to be handed in/delivered free to ekey/the service partner or distributor of the respective country (see <http://www.ekey.net/en/>), indicating the number and date of the invoice as well as a description of the defect. If the object of the complaint is sent in, the costs for the transport to ekey/the service partner will be borne and the risk of a possible loss or of a delay during the transport will be assumed by the person enforcing the claim, and for that reason, obtaining appropriate transportation insurance is recommended. ekey assumes no liability for transport damages resulting from inappropriate or insufficient packaging.

No guarantee claims can be accepted for products that were damaged or made unable to operate

1. due to misuse, non-observance of the notes for the user contained in the operating instructions provided together with the product, or by any other use of the contract goods together with devices or programs that are not confirmed to be compatible by ekey in writing,
 2. due to changes made to the product,
 3. due to attempts to repair the product by a third person, i.e. not by ekey or a service partner authorised by ekey,
 4. due to improper transport or improper packaging for the return of the product to ekey or a service partner of ekey,
 5. due to incorrect handling or as a result of mechanical load (such as violent impacts, dropping, high pressure or similar),
 6. due to improper installation of products provided by third persons,
- as well as for products that ekey obtained from sub suppliers about whose property court proceedings due to insolvency were underway or imminent at the time of the enforcement of the guarantee claims.

Traces of daily usage (scratches, dents, small cracks, etc.) are no reason for a guarantee claim.

We explicitly note that any damage to the factory-made seal will automatically result in an irrevocable termination of all guarantee claims. Interventions are meant to be carried out exclusively by people authorized by ekey under antistatic conditions. If you discover any defects, which result in even more serious defects by continuous usage, those consequential damages cannot be repaired under the scope of the guarantee.

After giving a quotation, a service fee is charged if the unrepaired device is demanded back. Please refer to section 6 of ekey's Terms of Business in this regard.

We hope you enjoy using ekey's innovative and high-quality solutions.