

Warranty conditions

We grant you a warranty of 2 years on the advertised product in addition to the statutory rights for defects. The period for calculating the warranty period begins with the invoice date (the date on the invoice). The territorial scope of the warranty protection is Europe-wide.

The warranty refers to the absence of defects in the advertised product, including functionality, material or production defects. Should a defect occur during the warranty period, we will provide you with one of the following services within the scope of this warranty, at our discretion:

- repair of the goods free of charge or
- exchange of the goods for an equivalent item free of charge.

In the event of a warranty claim, please contact us as the guarantor:

Grends GmbH
Stahlwiete 23
22761 Hamburg

Warranty inquiries should first be sent by e-mail to: service@ade-home.de

Warranty claims are excluded in case of damage to the goods due to

- normal wear and tear
- improper handling
- non-observance of safety precautions
- use of force (e.g. falling blows, material breakage due to external influence)
- repair attempts by the customer

A claim under warranty is subject to the condition that the inspection of the warranty case is made possible upon request by sending in the goods. Care must be taken to avoid damage to the goods in transit by packing them securely. To apply for warranty service, a copy of the invoice together with a brief description of the problem must be sent by e-mail to service@ade-home.de so that we can check whether the warranty period has been observed. Without a copy of the invoice, we may refuse warranty service. You will not be charged shipping costs for legitimate warranty claims, i.e. we will provide you with a return label for free shipping to us.

This warranty does not limit your statutory rights under the purchase agreement. Any existing statutory warranty rights against the seller remain unaffected by this warranty promise. This guarantee therefore does not violate your legal rights, but rather extends your legal position.

If the purchased item is defective, you can in any case contact the seller under the statutory warranty, regardless of whether a warranty case exists or the warranty is claimed.