

Warranty

Joachim Ulbrich - 2024-10-07 - Product support

A statutory warranty period of 24 months applies to new equipment from the seller, in this case dedicom as the supplier. The first six months are free of burden of proof for you as the user.

After twelve months, the burden of proof is reversed; a professional inspection by the manufacturer's support or an authorised dealer is then required in order to make use of the guarantee.

If this inspection reveals that the fault is due to a manufacturing or component defect that was present at the time of delivery, the warranty can be claimed.

IMPORTANT! It is essential for the warranty that the cost estimate is made out to us (see address below), including confirmation from the repair company that the complaint is demonstrably a material defect according to § 434 BGB (German Civil Code) and not a damage caused by mechanical impact.

dedicom GmbH

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