

11.2 General information, including general conditions of sale and delivery

DELIVERY CONDITIONS

PRICING

All prices are listed in € and they are exclusive of VAT. This list supersedes all previous catalogues. Basically, these prices are valid until 1 March 2011. Printing errors and interim price changes reserved.

MISCELLANEOUS CONDITIONS

- For carrying out service work on instruction of the installer, the hourly rate amounts to € 57.00 and the costs per kilometre are € 0.44. Callout charge on request.

WARRANTY CONDITIONS

WARRANTY

If, despite the due care given to all products, a guarantee claim must be made, Brink Climate Systems B.V. will be prepared, within the prescribed period and upon presentation of the warranty certificate, to supply replacement parts for any defective parts.

GUARANTEE PERIOD

The warranty period is:

- 2 years from the installation date for all parts of this appliance, with the exception, if applicable, of the supplied filter, for which no guarantee applies;
- 5 years from the installation date for the heat exchanger, if any (with the exception of the enthalpy exchanger for the Advance).

WARRANTY CONDITIONS

The warranty does not cover labour costs and travelling expenses for repairs on-site or for maintenance on the appliance. The warranty is rendered invalid if any faults are the consequence of:

- use of the appliance and/or installation not in accordance with the manufacturer's instructions;
- causes other than defective material or manufacturing;
- inexpert use;
- inadequate or inexpert maintenance;
- use for a higher capacity than rated for the appliance or by installation in a corrosive atmosphere.

Parts will be credited after receipt of the defective parts. For handling, return labels are available that have to be filled in completely. No warranty will be granted if return labels are not or not completely filled in.

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RETURN SHIPMENTS

WARRANTY RETURNS

Parts returned under warranty must be announced to the Returns Departments for assessment before shipment. Information required on announcement:

- serial number stated on appliance, component and/or service kit;
- name, address and city where the appliance is installed;
- installation date appliance (see warranty card);
- description of the defective product and reason for returning.

Brink will only accept returned goods if they are supplied in undamaged condition, adequately packed and with a completely filled in return label attached.

OTHER RETURNS

- For goods other than those mentioned above which are not returned because of a defect, the order number under which they have been delivered must be stated on announcement. Returns of goods older than 3 months will not be accepted.
- Because of the high handling costs, returns of sheet steel products, such as duct systems, will not be accepted.
- Returns of materials not listed in the catalogue and manufactured according to client's specifications or specifically purchased, will not be accepted.
- For each return shipment 25% of the gross amount will be charged with a minimum of € 50.00.
- For air heaters fixed handling costs apply of € 100.00 and for heat recovery appliances € 50.00, provided that they are returned in undamaged condition and in the original packaging.

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