

WARRANTY CONDITIONS

Warranty

Esdec B.V. exclusively supplies professional and high-quality mounting systems and subjects its products to extensive quality tests. All mounting systems are manufactured to the highest possible quality standards. Esdec B.V. warrants the functionality of the ClickFit/FlatFix mounting system and that its system is free from defects and construction faults for a period of 20 years from the time of delivery by Esdec B.V. and subject to the following conditions.

Warranty content

After proven defects in the ClickFit/FlatFix mounting system used, Esdec B.V. commits itself to the following at its own discretion:

- Free repair of the ClickFit/FlatFix mounting system or replacement of the defective (part of the) ClickFit/FlatFix mounting system, or crediting of the claimant for a proportional part of the purchase price.
- The amount of a compensation to be paid by Esdec in the case of a granted warranty claim is limited to the initial purchase value of the (part of the) ClickFit/FlatFix mounting system.
- The warranty period for the ClickFit/FlatFix mounting system/part in question does not start again after repair or replacement of (a part of) a ClickFit/FlatFix mounting system, but runs until the end of the original warranty period.

Warranty does not include:

- Minor deviations, such as visual defects (scratches, stains, surface corrosion, colour fastness, etc.), which are insignificant for the soundness and functionality of the ClickFit/FlatFix mounting system or part thereof.
- Consequential damage. This applies in particular to personal injury and costs for damage to third-party property, loss of revenues and loss of turnover due to the non-functioning of the respective solar energy system that is mounted with the ClickFit/FlatFix mounting system, damage to the building, the roof, the roofing (roof membranes, roof tiles, roof plates etc.) and the contents of the building in question.
- Work that (must) be performed or costs that (must) be incurred for inspecting the damage or replacing or repairing the defective product by third parties or by the client.

The warranty will cease to apply:

- In the absence of sound professional maintenance, non-compliance with the applicable installation and/or assembly instructions, overloading, incorrect storage, injudicious, incompetent or improper use, normal wear and tear and ageing, poorly executed assembly, damage due to chemical, electrical, electrolytic, corrosive or environmental influences;

- If components of the ClickFit/FlatFix mounting system have been altered, modified or repaired in any way without written permission from Esdec B.V.;
- If components are used in combination with the ClickFit/FlatFix mounting system which are not part of the ClickFit/FlatFix mounting system or which are not from Esdec B.V.;
- When the correct numbers or components have not been used, as prescribed in the installation instructions and calculators;
- When the building, roof, roofing or construction is not suitable for installing solar panels with the ClickFit/FlatFix mounting system.
- If repairs are carried out by third parties without written permission from Esdec B.V.;
- If not all obligations towards Esdec B.V. have been met.
- Extreme (weather) conditions and force majeure (such as but not limited to hail, lightning, fire, vandalism, high wind speeds or extreme temperatures).
- Failure to follow the warranty procedure.

The warranty is given for the first original installation in favour of the ClickFit/FlatFix mounting system Distributor, whose name is mentioned on the original Esdec B.V. invoice.

Warranty procedure

Any damage must be reported to Esdec B.V. in writing within 48 hours after discovery. The report must contain as detailed a description as possible of the defect, so that Esdec B.V. is able to respond adequately. Esdec B.V. should be given the opportunity to investigate a complaint or have it investigated.

Transport damage must be determined and reported within 48 hours. In such cases, photographs of the damaged goods must be provided to Esdec B.V.

Esdec B.V. is neither responsible nor liable in case of damage caused after delivery, either by local transport, inadequate storage, site damage or improper handling of the goods.

During the handling of complaints and warranty claims it is not allowed to suspend other obligations towards Esdec B.V.