

Product Information

Warranty for BIOREBA equipment

BIOREBA equipment is of high quality and is checked for correct performance before shipment. The equipment is fully guaranteed against defective parts and materials, including defects caused by poor workmanship, for a period of 12 month from date of delivery.

BIOREBA will repair or replace defective parts or materials during the term of warranty at no extra charge for materials and labor provided that the products were used and maintained in accordance with the manufacturer's instructions.

This guarantee is subject to the following exclusions:

- i. Any defects caused by normal wear and tear.
- ii. Defects caused by accident, misuse, misapplication or as result of incorrect power or water supply
- iii. Defects caused by ecological disaster.

After delivery please notify us (admin@bioreba.ch) or your distributor within 72 hours of receipt of the goods, of any damage, loss or failure to meet product specifications, but also if a product fails to perform as expected during warranty, when used according to standard procedures. Please include to your notification the completed QS document "Complaint sheet for BIOREBA equipment" (form is available on our home page www.bioreba.com).

All returns must be authorized prior to returning material.

Please return the equipment carefully packed - freight collect - to your distributor (or directly to Switzerland). BIOREBA AG will not be responsible for damage resulting from careless or insufficient packaging.

Post warranty products have to be sent back to Switzerland and will be repaired/serviced at your charge.