



DOM Sicherheitstechnik

Functionality warranty

Terms and conditions of warranty

Systems:

Claims under the warranty can only be made for the following systems:

- DOM Diamant in a coded single lock
- DOM ix TwinStar in a coded single lock
- DOM ix TwinStar in a coded single lock 2in1

Warranty period:

The warranty covers a period of 10 years from the date of invoice for the particular cylinder or system. A prerequisite for accepting the warranty is registration by the purchaser in the manufacturer's Internet database.

Beneficiary of the warranty:

The beneficiary of the warranty for the coded single lock is the first end user.

Scope of warranty:

Over and above the statutory liability of the purchaser for material defects, as the manufacturer, we guarantee, under the conditions set out below, that properly used locking cylinders will provide trouble-free service.

Nevertheless, if a functional defect should occur, you will be provided with a free replacement or free repair at the option of DOM.



Warranty conditions:

Registration by the purchaser in the DOM Internet database within the first month following the date of invoice, and maintenance in accordance with the care instructions are prerequisites for acceptance of the functional warranty. Expansions for coded individual locks purchased before 01.07.2005 are excluded from the warranty.

A further requirement for the provision of warranty under the agreement is the presentation of the defective product. This must be returned via a dealer authorised by the manufacturer, together with a copy of the invoice and a copy of the warranty certificate.

Warranty exclusions:

No liability is accepted for damage or defects to the surface. No costs associated with fulfilling the warranty will be accepted, e.g. for installation, removal, postage, expenses, shipping and packing costs.

Furthermore, no liability will be accepted for damage resulting from:

- Improper use
- Non-observance of the care or installation instructions provided by DOM on the Internet in the currently applicable version
- Defects in the environment of the locking cylinder (door, lock, hinges, seal, etc.)
- Consequential damage to other property as well as to the door, fittings etc.
- Foreign bodies in the key channel or tumblers
- Bent or broken keys

Area of validity:

Claims under the functional warranty are restricted to the EU member states, United Kingdom and Switzerland.