

Warranty Claim

- 1) Obvious defects have to be stated in writing immediately upon receipt of the goods. Mechanical damage and customer abuse are not covered. Warranty is void if products are not processed in accordance with Kleen-Tex recommendations. Kleen-Tex reserves the right to audit processing conditions on mats. Mats are warranted against manufacturing defects for a period of two years from date of production. Dimensional deviations and color deviations cannot be avoided and cannot be objected. If the goods should be defective due to material defects or processing defects or if the promised characteristics should be missing, KLEEN-TEX has to either touch up the goods or replace them with faultless goods. If the touch up should not be successful, the customer may request a reduction of the price.
- 2) First the customer has to give KLEEN-TEX the opportunity for a quick touch up as far as their liability is not excluded. KLEEN-TEX is only liable for defects in the amount of the production costs at the day of delivery respectively in the amount of the purchase price at which the raw material can be reproduced or bought.
- 3) Warranty claims fall under the statute of limitations after six months upon receipt of the material. Claims for damages are restricted to gross negligence or premeditation.
- 4) Contact your customer service for assistance in making arrangements for returns. Goods returned without authorization will be refused. When return authorization is granted, merchandise must be returned to Kleen-Tex "Freight Prepaid.". Authorization to return merchandise is valid for thirty (30) days