

Warranty / guarantee conditions

The statutory warranty entitlements apply to all of our products from the ADE Horeca, ADE Medical and ADE Industry ranges.

In addition to the statutory warranty entitlements, ADE grants a warranty period of 2 years for the following product categories:

- ADE Horeca: electronic slicers
- ADE Medical: electronic scales and measuring devices

The period for calculating the warranty or guarantee period begins with the date of the invoice of the outgoing invoice from ADE to the customer.

In the event of a resale by a trading partner registered with ADE, the warranty or guarantee period begins with the invoice date of the sales invoice from the dealer to his customer. For products that are carried with serial numbers, the serial number of the product must be stated on the invoice as evidence of the start of the warranty or guarantee period.

All trading partners registered with ADE are obliged to follow the FIFO principle.

The geographical area of the warranty or guarantee protection is limited to Germany. In addition, a parts warranty of 12 months applies worldwide in exchange.

For the following product categories, a replacement parts warranty of 24 months applies worldwide:

- ADE Horeca: electronic slicers
- ADE Medical: electronic scales and measuring devices

The warranty or guarantee relates to the absence of defects in the advertised product, including functionality, material and production defects. Moving parts such as B. Batteries, rechargeable batteries, power packs, cables, knives etc. are excluded.

The warranty / guarantee does not cover any external normal signs of wear and tear or damage caused by accident or misuse. These warranty / guarantee conditions do not apply to devices that have been opened or modified by unauthorized personnel.

Should a defect occur during the warranty / guarantee period, we will grant you one of the following services of our choice within the scope of this warranty / guarantee:

- free repair of the goods within a reasonable period of time or
- free exchange of the goods for a new or equivalent item

If the product was purchased through one of our trading partners, please contact our trading partner directly.

A prerequisite for making use of the warranty / guarantee is that we are able to test the product. For this it is necessary to send in the product. It is important to ensure that damage to the goods during transportation is avoided by transport-safe packaging and a suitable carrier.

Before the goods are sent in, a copy of the invoice for the consignment must be attached to the application for a claim to check the warranty or guarantee period.

Without a copy of the invoice, we can reject the guarantee or guarantee claims.

If the guarantee claims are justified, you will not incur any shipping costs, i.e. we will provide you with a return label for free shipping to us.

The service address is:

ADE Germany GmbH
Service Department
Neuer Hölzigbaum 15
22143 Hamburg

The extended warranty does not affect your statutory rights from the sales contract. Any existing statutory warranty rights towards the seller remain unaffected by this guarantee promise. This guarantee does not violate your statutory rights, but rather extends your legal entitlement.