

Move & Traffic Control's guarantee of defects

Move & Traffic Control's guarantee designates customer's claims, which result from the contract of purchase when Move & Traffic Controls or its sales force delivered a faulty product produced by Move & Traffic Controls.

Guarantee

- Guarantee of defects adverts to material failures or damages, the agreed properties of the product, wrong delivery and incorrect assembling instructions.

Duration of guarantee

- The guarantee only applies within the agreed period. The period starts with delivery of the product to the customer and will last 12 month.

Checking the claims of guarantee

- By checking the delivery note (with or without number of manufacturing order) or by checking the serial number it will be verified if the time period of liability is still running
and
- By checking the specific technical properties of the product with the help of customer's description of the fault

Subsequent fulfilment

- If there is a requirement for repair of deficiencies, faulty products are repaired free of charge or replaced as necessary.
- If there is *no claim* for repair or replacement, since the checking of specific technical properties of the product shows no failure, charge the customer with a flat fee of 20,-- € for units (e.g. series Trafficon) and 80,--€ for systems und system components .
- If there is *no claim* for repair or replacement, since the period of guarantee expired, Move & Traffic Controls will give an offering for repair in written form to the customer. If applicable also an offering for a software update will be given.

Forwarding expenses

- Move & Traffic Controls will meet forwarding expenses ('normal' mode of shipment) only in the case of an allowed claim for replacement or repair.