

Warranty conditions

1. Extent of warranty

Torqueedo GmbH, Friedrichshafener Straße 4a in D-82205 Gilching, Germany, guarantees the final purchaser of a Torqueedo outboard motor that the product is free from material and manufacturing faults during the period stated below. Torqueedo will indemnify the final purchaser for any expense for the repair of a material or manufacturing fault. This indemnification obligation does not cover the incidental costs of a warranty claim or any other financial losses (e.g. costs for towing, telecommunications, food, accommodation, loss of earnings, loss of time etc.).

The warranty ends two years after the date on which the product was delivered to the final purchaser. Products that are used commercially or by public authorities - even if only temporarily - are excluded from this two-year warranty. In these cases, the statutory warranty applies. The right to claim under warranty runs out six months after discovery of a fault.

Torqueedo decides whether faulty parts are repaired or replaced. Distributors and dealers who repair Torqueedo motors have no authority to make legally binding statements on behalf of Torqueedo.

Normal wear and tear and routine servicing are excluded from the warranty.

Torqueedo is entitled to refuse a warranty claim if

- the warranty was not submitted properly (see Warranty process)
- the product was not treated in accordance with the instructions
- the safety, operating and care instructions in the manual were not observed
- the product was in any way altered or modified or parts and accessories were added that are not expressly permitted or recommended by Torqueedo
- previous services or repairs were not carried out by firms authorized by Torqueedo, or non-original parts were used

unless the consumer can prove that the facts that led to the warranty being void did not affect the development of the fault.

As well as the rights arising from this warranty, the customer also has legal warranty claim rights arising from the purchase contract with the dealer which are not hampered by this warranty.

2. Warranty process

Adhering to the following warranty process is a prerequisite to the satisfaction of any warranty claims.

Before dispatching any apparently faulty goods, it is imperative to coordinate the delivery with Torqeedo Services. You can contact us by phone, email or post. You can find the contact details on the back of this manual. Please note we are unable to deal with products of which we have not been notified and will therefore refuse to accept delivery.

To check a warranty claim and to process a warranty, we require a completed warranty certificate as well as proof of purchase.

- The warranty certificate attached to this operating manual must show contact details, product details, serial number and a brief description of the fault.
- Proof of purchase must indicate the purchase and the date of purchase (e.g. till receipt, invoice or receipt).

When shipping, it must be noted that the LIMA battery is classed as a UN9 hazardous item. If the dispatched product includes a LIMA battery (either by itself or with the motor), posting and packing must be in accordance with the relevant directive. In this instance we recommend keeping the original Torqeedo packaging. The enclosed drybag is not to be used as a shipping package.

We are available to answer any questions regarding the warranty process - simply use the details on the back cover.

Torqueedo Service Centers:

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