

Terms and Conditions for Repair Service

Section 1

Tools sent in for repair will be taken apart to analyse the fault.

Section 2

Repairs within the scope of our manufacturer's warranty will be carried out in accordance with the terms and conditions of the warranty (<https://www.gesipa.de/agb>). If the tool is not covered by the warranty, we will ascertain what needs to be repaired and how much it will cost to repair. If the costs are below the repair cost limit specific to that particular tool, we will carry out the repairs for a charge, whereby the customer will only be charged for the actual costs that are incurred, up to the amount of the repair cost limit. The current repair cost limits for each tool are published at (<https://en.gesipa.de/repair-cost-limits/>).

Section 3

If the repair costs we have ascertained are above the repair cost limit, we reserve the right to repair the tool without charging the extra costs to the customer as a gesture of goodwill. Otherwise, we will contact the customer and send a quotation.

Section 4

In all other cases (for example, a total loss beyond economical repair), we will contact the customer and send a quotation (for example, for a new tool).

Section 5

If the customer does not react to our quotation within one week, we will contact the customer. If the customer does not issue an order to us within an additional period of two weeks, we will assume that the customer does not place the order and return the unrepaired tool. Please refer to Section 6 for the arising costs for the return.

Section 6

We will only return the unrepaired tool at the express request of the customer or if Section 5 occurs. We will return the tool in a disassembled state. In this case, we will charge a handling fee in the sum of EUR 25.00 for battery powered or pneumatic tools, or EUR 10.00 for manual tools.



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Section 7

If the customer is a business, claims for defects become time-barred 12 months after the successful delivery of the repaired goods. The above provision does not apply if the law prescribes anything to the contrary.

Section 8

Place of performance for any and all obligations is Mörfelden-Walldorf; place of jurisdiction for any and all disputes arising from the contractual relationship is bad Homburg v.d.H..