

STOLL warranty regulations

Please read the STOLL warranty regulations carefully

1. Our warranty is based on contracts as well as our sales, delivery and payment conditions for the delivery of machines and spare parts.
2. We must be notified of defects immediately, at the latest within 8 working days after receipt of the alleged defect. If a defect is not noticed until later, the complaint must also be made immediately, but no later than 3 working days after the defect has been discovered..
3. In the event of a complaint, a warranty claim must be submitted via our website. <https://www.stoll-loaders.com/en/login/>
4. Warranty claims expire one year after the first use (the date of the customer's take-over declaration is decisive), but no more than 18 months after we have delivered the product, or the product has been accepted if an acceptance confirmation is required. The warranty period for spare parts is 12 months, starting on the date of delivery to the customer.
5. On request, the customer has to provide us with the defective parts for collection. The parts are to be suitably packed by the customer so that damage and soiling during transport are excluded.
6. The respective manufacturer will check the defect. STOLL then passes on the test result. STOLL assumes no liability for the test result of other manufacturers.
7. Defective parts must be returned clean and be in the same condition as they were originally installed in. Disassembled parts (e.g. valves, lifting cylinders, joysticks, etc.) cannot be checked, so we do not recognize any grounds for warranty in such cases, as a matter of principle.
8. Damages resulting from improper handling, use of force, lack of care and maintenance or improper use do not constitute a warranty claim; please refer to the instructions in our operating instructions.
9. We shall only bear all costs of any kind insofar as the reason and amount are traceable and legally or contractually owed. On this basis, we voluntarily accept assembly costs only to the amount corresponding to our fixed rate.
10. The recognized costs will generally be refunded by crediting the amount. By credit note, the defective parts become the property of STOLL.
11. In the event of a rejection of the warranty claim, the defective parts can be made available for collection within 14 days at the request of the customer.