Voluntary Manufacturer's Warranty

These warranty terms apply to products of the "Andersen Shopper Manufaktur" brand for which a voluntary 3-year manufacturer's warranty is provided. For products with a different warranty period, the respective warranty terms applicable to those products shall apply.

1. Our Quality Promise

Günter Andersen Shopper Manufaktur, proprietor Sven Andersen e.K., has been developing and manufacturing durable, high-quality shopping trolleys and accessories for decades. As an expression of our commitment to quality, we provide a voluntary 3-year manufacturer's warranty for selected products of the "Andersen Shopper Manufaktur" brand in accordance with the following warranty terms. This warranty applies in addition to statutory rights in the event of defects and provides you with additional protection.

2. Warranty Provider

Günter Andersen Shopper Manufaktur
Proprietor: Sven Andersen e.K.
Christa u. Günter Andersen Weg 1
24986 Satrup/Mittelangeln, Germany
Phone: +49 (0)4633 9590-0
service@andersen-shopper.de
www.andersen-shopper.de

3. Warranty Period

The voluntary manufacturer's warranty is valid for 3 years. It begins on the date of purchase of the product. Proof of purchase or an invoice showing the date of purchase shall serve as evidence. Please retain this proof for the entire warranty period.

4. Scope of Application

This voluntary manufacturer's warranty applies to products of the "Andersen Shopper Manufaktur" brand that are distributed in countries in which Günter Andersen Shopper Manufaktur offers its products through commercial distribution partners and for which a voluntary 3-year manufacturer's warranty is expressly provided. The warranty applies regardless of whether the product is used by the purchaser or given to another person as a gift. To make a claim under the warranty, proof of the purchase date must be provided by presenting proof of purchase or an invoice.

5. Warranty Coverage

The warranty covers defects in materials, manufacture and workmanship that occur during the warranty period when the product is used as intended. In the event of a warranty claim, Andersen Shopper Manufaktur shall determine the appropriate warranty remedy at its own discretion. This may include, in particular:

- repair of the product,
- replacement of individual spare parts or components (where applicable, for simple self-assembly),
- replacement with an equivalent product,
- provision of an equivalent replacement product from the current product range if the original product is no longer available.

There is no entitlement to a refund of the purchase price or to the provision of an identical replacement product.

6. Repairability and availability of Spare Parts

Andersen Shopper Manufaktur designs its products with the aim of achieving the longest possible service life.

Where technically feasible and economically viable, the warranty will preferably be provided by repairing the product or replacing individual spare parts.

This is intended to extend the service life of the product and support the sustainable use of resources.
For many products, we continue to supply spare parts for many years after purchase.

7. The Warranty Does Not Cover Damage Caused by

- normal wear and tear,
- improper use or use for purposes other than intended (e.g. overloading),
- falls, accidents or other external force,
- improper storage,
- inadequate or improper care (e.g. the use of aggressive cleaning agents or chemicals),
- weather or environmental influences (e.g. UV radiation, heat or moisture),
- improper transportation after the product has been handed over to the purchaser,
- modifications, alterations or repairs carried out by unauthorised persons,
- the use of unapproved spare parts or accessories.

8. Requirements for Making a Warranty Claim

Please inform your retailer or Andersen Shopper Manufaktur as soon as possible after you have discovered a defect.

To process your warranty claim, we require:

- a detailed and meaningful description of the defect,
- clear and informative photographs of the defect,
- proof of the purchase date (e.g. proof of purchase or invoice).

If available, please include the product card. It contains the product's article number and order number and enables us to identify the product quickly and unambiguously and to process your warranty claim promptly. Particularly in cases involving repairs, it may be necessary to send in the product. Please ensure that the product is securely packaged for transportation to prevent damage during shipping.

9. Data Protection

Personal data will be processed exclusively for the purpose of handling the warranty claim and will be treated in accordance with the applicable data protection regulations.

10. Statutory Rights in the Event of Defects

This voluntary manufacturer's warranty applies in addition to statutory rights in the event of defects.

The consumer's statutory rights in the event of defects, in particular statutory warranty rights against the seller, are neither restricted nor replaced by this warranty. The exercise of statutory rights in the event of defects is free of charge.

11. Customer Service

If you have any questions about your warranty or your product, our customer service team will be happy to assist you.

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12. Final Provisions

The version of these warranty terms published at the time of purchase shall apply.

The current version of the warranty terms can be found at: www.andersen-shopper.de