

Klepp Mek. AS - Warranty - Terms & Conditions

The manufacturing company Klepp Mek. AS guarantees all new Klepp Mek. AS products sold by Klepp Mek. AS, to their authorised distributor or authorized dealer against defective material and/or faulty manufacture in accordance with the following clauses:

1. Warranty

1.1 Klepp Mek AS offers a 12 month warranty for excavator buckets and components produced by Klepp Mek AS that are a direct part of said products. The warranty will be invalidated if the product exceeds 1500 hours of operation.

1.2 Klepp Mek AS offer the same warranty for hydraulic quick couplers. However, parts of the quick coupler that are produced by Klepp Mek AS have an extended warranty of 2 years or 4000 hours of operation.

1.3 The warranty covers evident defects regarding material and/or production defects.

1.4 If a component has been repaired or replaced under the terms of this warranty, the warranty will be valid for the remaining time of the product's warranty period, it will however be limited to 6 months. The time will start running when the repair/replacement has been made and the product has been made available for the customer.

2. Claims

2.1 Claims are to be reported directly to Klepp Mek AS before measures are taken, without exceptions.

2.2 Any part declared defect is to be replaced, repaired or compensated before continued usage of the product is initiated.

2.3 Any claim is to be reported to Klepp Mek AS the moment of discovery and within 30 days. If this deadline is not met, the warranty is invalidated.

2.4 Claims are to be filled out in writing, using the Warranty-Form on our webpages.

2.5 Klepp Mek reserves their right to assess to what extent a defected part is to be replaced, repaired or compensated.

2.6 Any repairs under this warranty is to be executed according to standard procedures approved by the producer. If the repair is comprehensive, the dealer does not have authority to execute the repair before Klepp Mek AS is informed.

3. Klepp Mek covers

- Transport expenditures or driving up to 100 km associated with repairs.
- Hourly rates according to Klepp Mek's applicable rates. Overtime rates are not to be used unless this is agreed upon beforehand.
- Spare parts.

4. Klepp Mek does not cover

- Consequential damages to other parts or equipment as a result of continued usage of defected products.
- Loss of earnings or operational loss.
- Injuries.

5. The warranty is invalidated

- if the product's usage is in conflict with given instructions or professional training.
- if the product is damaged as a result of exterior influences or shortage of maintenance.
- if the product has been modified or repaired by people without professional knowledge. This is also applicable if repairs are done without Klepp Mek's approval.
- ***if the product is used jointly with machines or other equipment having weight, performance or haste features that deviate from the product's instructions or the producer's recommendation.***
- for the following parts which are considered wear parts: Springs for wedges, gaskets in cylinders, hoses, springs for mechanical locks, safety hooks and other wear parts.
- when custom made products that are advised against by Klepp Mek AS are used.

5. Disputes

Disputes between the parties must first be attempted resolved through negotiations. If an agreement is not met, the case can be brought to court.