

Warranty conditions



Extent of warranty

Torqeedo Inc. in 171 Erick Street, Crystal Lake, IL 60014, USA gives a warranty to the purchaser of a Torqeedo Outboard engine that the product is free from material and workmanship faults during the periods stated below. Torqeedo will indemnify the purchaser from expenses due to the eradication of material or workmanship faults. This indemnification duty 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 earning, loss of time etc.).

The warranty ends two years after the date that the product is delivered to the purchaser. Products that are used commercially or by public authorities – even if only temporarily – are excluded from this two year warranty. For those the statutory warranty applies. The warranty rights runs out six months after the discovery of a fault.

Whether a faulty part is to be repaired or replaced is decided by Torqeedo. Distributors and traders who repair Torqeedo engines have no legal authority to make legally binding statements on behalf of Torqeedo.

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

Torqeedo is entitled to refuse a warranty claim if

- the warranty was not submitted properly (especially making contact before dispatching a product for claim, existence of a completed warranty certificate and till receipt, see warranty process for details),
- the product was not treated in accordance with the instructions,
- the safety, operating and care instructions in the manual were not adhered to,
- the product was in any way altered, modified or parts and accessories, which were not expressly permitted by the Torqeedo accessory list, were added,
- previous services or repairs were not carried out by firms authorised by Torqeedo or non-original Torqeedo 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.

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 co-ordinate the delivery with Torqeedo Service. Contact can be made by telephone, e-mail or post.

Contact details:

Phone: 815-444-8806 Ext. 303
e-mail : service_usa@torqeedo.com
mail : Torqeedo Inc.
171 Erick Street Unit A-1
Crystal Lake, IL 60014

Please understand that we are unable to work on products that have not been notified and will therefore refuse to accept them.

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 can be found in the operating manual. It must show contact details, product details, serial number and a short description of the problem.
- 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 case, it is advisable to keep the original Torqeedo packaging.

Important: If a customer contacts the distributor and/or retailer because she/he experiences problems with one of the Torqeedo products, the customer is supposed to contact Torqeedo Inc. before any further steps are being taken. For contact details please see above. Further steps such as repairing the faulty product or sending out a new product for an exchange will be coordinated by Torqeedo Inc. only.

Crystal Lake, January 1, 2009

A handwritten signature in cursive script that reads "Steven A. Trkla".

Steve Trkla
-President-