

Naber – warranty conditions As of 2026

Type and scope of the warranty

Naber grants a voluntary manufacturer's warranty of 2 years from the date of purchase by the first customer for the products designated as eligible for warranty in the catalogue and at www.naber.com/garantie. This warranty exists in addition to the statutory rights in case of defects and does not limit them. Statutory claims, in particular under product liability, liability for material defects and compensation for damages, remain unaffected.

Definitions

- Consumer: a natural person who purchases a product for private purposes (Section 13 of the German Civil Code (BGB)).
- First customer: a consumer who purchases the product for the first time from a dealer or commercial seller.

Subject of the warranty

The warranty covers only material, manufacturing and design defects that already existed when the product was handed over to the first customer. A warranty claim only exists if an original defect occurs despite proper installation, intended use and maintenance. Consequential damage is only reimbursed if required by mandatory law.

Warranty period and start date

The warranty period is 2 years from the date of purchase by the first customer. The warranty expires no later than 3 years after the date of manufacture. Warranty services do not extend the warranty period.

Making a warranty claim

The consumer is to notify the retailer where they purchased the product in writing of any defect within two months of discovering it or after they should have noticed it. The retailer submits the warranty claim to Naber in writing and provides proof of the date of purchase (e.g. sales receipt). If proof of purchase is not available, Naber is entitled to use the date of manufacture or delivery of the product.

Warranty services

Naber decides, at its own discretion, on the type of warranty service: repair, replacement with an equivalent product or refund of the purchase price on return of the product. In case of on-site repairs, the warranty covers the necessary spare parts; further costs are only covered if Naber has agreed to this in writing. If the product is no longer manufactured, Naber may supply a functionally equivalent successor product. No further claims are recognised.

Conditions of the warranty

The warranty only applies if the product has been properly installed by qualified specialists, all installation, operating, care and safety instructions have been followed, the product has been used as intended and has been properly maintained in accordance with the product documentation.

Exclusions and end of warranty

The warranty ends or does not apply in the following cases: non-compliance with instructions, improper handling, damage caused by third parties, normal wear and tear/intentional damage, improper installation/commissioning, incorrect maintenance, external influences, non-intended use, force majeure/natural disasters, ex-display and used products.

Non-application of the warranty

In case of a defect that is not covered by the warranty, the retailer bears the costs of shipping, transport, inspection, removal and reinstallation. If the retailer nevertheless decides to repair the product, it also bears the costs of spare parts and labour. If the product did not exhibit the defect at the time of delivery, Naber may exercise goodwill in individual cases. There is no legal right to goodwill or rectification of defects.

Statutory rights

The consumer's statutory rights arising from liability for material defects (Sections 434 et seq. of the German Civil Code (BGB)) remain fully valid and are not limited by the voluntary warranty. If the retailer grants the consumer its own warranty, these rights are also retained. Claims of the first customer or consumer against the seller from whom the product was purchased also remain unaffected. Within the first 12 months of handover, the reversal of the burden of proof applies in accordance with Section 477 BGB.

Place of performance, place of jurisdiction and applicable law

German law applies to the exclusion of the UN Convention on the International Sale of Goods (CISG). Place of performance and – to the extent legally permissible – place of jurisdiction: Nordhorn, Germany.