

# Dahle paper cutters & document shredders

Regardless of the applicable national legislation, we also grant the following for paper cutters and document shredders

## Guarantees

On the function of our devices listed below. The warranty obligation of the trader is not affected by this guarantee; Before making use of the guarantee, any rights arising from statutory guarantees must be asserted.

The prerequisite for the existence of the guarantee is always the intended use of the document shredder/cutting machine. It only applies to the first purchaser and is not transferable. The purchase and the time of purchase must be proven by the purchase receipt.

### **35 year guarantee on our solid steel cutting rollers and our cutting rollers with MHP technology in DAHLE-Document shredders:**

If, due to breakage of the cutting roller, the function of the Document shredders is no longer given within the warranty period within the framework of the product descriptions provided by DAHLE ([www.dahle-office.com](http://www.dahle-office.com) or our printed product information) on the respective purchase date, you are entitled to have the defective item repaired or replaced Partly, at our discretion.

Models with security levels P-6 and P-7 are excluded from the 35-year guarantee period: Here we grant this guarantee for **5 years on our solid steel cutting rollers.**

5 year guarantee

**Paper guillotines Dahle 561 to 569, Dahle 587 to 599, roll & cut paper cutters Dahle 550 to 558, Dahle 440 to 448, Dahle 472, paper cutters Dahle 580 and 585 as well as stack paper cutters Dahle 842, 846 and 848:**

During the warranty period, devices that are defective due to material and/or manufacturing defects will be repaired or replaced at our discretion. Wearing parts and parts of the cutting machine that are subject to natural wear and tear (e.g. colour coating and printing), as well as knives, angle systems and back stops are excluded from the guarantee.

For document shredders and paper cutters that are delivered outside the borders of the Federal Republic of Germany, our guarantee is limited exclusively to the free delivery of spare parts - against return delivery of the defective parts, with the exception of small parts such as screws, etc.

Guarantee claims must be made immediately after becoming aware of the defect within the guarantee period:

Please contact our customer service team so that we can, at our discretion, provide you with detailed return or collection information. You can then send the defective device/part to us as agreed or make it available for collection.

If we accept the warranty claim, the shipping costs for returning the device to us will be borne by you. The costs for sending a replacement device/spare part are at our expense.

Replaced devices or parts of devices become our property. The guarantee services neither extend the guarantee period nor do they initiate a new guarantee.

The following terminates the warranty claim:

- Improper handling, failure to follow the operating instructions or the safety precautions applicable to the device
- Use of force (e.g. punch, push, fall)
- Environmental influences (moisture, heat, overvoltage, dust, etc.)
- Attempts at repairs or interventions by persons or workshops not authorized by DAHLE
- Submission in packaging that is not safe for transport