

KÄRCHER	KARCHER CLEANING SYSTEMS PVT LTD				Page 13 of 26
	LOCAL COMPETENCY GUIDELINES/ POLICY				
DOCUMENT NO.:	AKIN-AMS	REV. NO.:	02	DATE:	01-05-2025
DEPARTMENT NAME:	AFTER MARKET & SERVICE			NEXT REVIEW DATE:	31-12-2026
GUIDELINE/POLICY NAME:	WARRANTY, TRANSPORT-DAMAGE, MISSING PARTS AND SALES SUPPORT CLAIM PROCEDURE				

6.11 Content and Scope of the Warranty

- 6.11.1 This warranty shall not affect those rights vis-à-vis the seller, secured by law and by contract, which
- 6.11.2 belong to the Customer in his identity as consumer and purchaser.
- 6.11.3 Any faults of material or manufacture which emerge within the warranty period shall (except in cases
- 6.11.4 of the sort specified under No. 4 below) be eliminated or corrected by the Karcher Customer Service
- 6.11.5 Department, or by an authorized Service partner of Karcher, free of charge - either by repair or by
- 6.11.6 replacement of the machine/parts of the machine in question, whichever Karcher shall judge to be appropriate.
- 6.11.7 The present warranty comprises no right to claims for damages against Karcher which extend beyond the rights specified therein.
- 6.11.8 The present warranty comprises no right to claims for damages against Karcher which extend beyond the rights specified therein.
- 6.11.9 The present warranty constitutes no basis for a right of rescission from the purchasing
- 6.11.10 agreement/sales contract or for a reduction of the purchase price.
- 6.11.11 All payments, Services, and other benefits which the purchaser shall have received from the seller as a consequence of the latter's Liability under the product guarantee shall be imputed to the warranty.

6.12 Term and Period of Warranty

- 6.12.1 The period of warranty shall begin with the date of sale (Invoiced Date).
- 6.12.2 2.2 Term of warranty:
- 6.12.3 Professional products: 12 months
- 6.12.4 Home & Garden products: 12 months
- 6.12.5 Spare Parts: 03 Months
- 6.12.6 Repairs: no warranty granted
- 6.12.7 Second-hand machines: no warranty granted
- 6.12.8 Dealer Sales Product: 12 months from the dealer invoice or 24 months from Karcher invoice, whichever is earlier.

Example 1: In case a dealer stock a product for 12 months and will sell thereafter to the end customer, end customer will avail the warranty still for 12 months from dealer date of invoice.

• 12 Months + 12 Months = under 24 months from Karcher date of invoice.

Example 2: In case a dealer stock a product for 3 months and will sell thereafter to the end customer, end customer will avail the warranty still for 12 months from dealer date of invoice.

• 3 Months + 12 Months = under 24 months from Karcher date of invoice.

Example 3: In case a dealer stock a product for 15 months and will sell thereafter to the end customer, end customer will avail the warranty 9 months from dealer date of invoice only.

• 15 Months + 9 Months = Warranty valid 24 months from Karcher date of invoice only.

In case any dealer is unable to sell the product within 12 months from Karcher date of invoice and wants the end customer to avail the warranty for 12 months from dealer date of invoice, Dealer must take prior approval before selling product to the end customer from Karcher Warranty Team (service@in.kaercher.com) with valid reasons for

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consideration. The team will take approx. one-week time to revert from the date of dealer email.

In case the warranty claim is processed by the dealer without prior approval from KARCHER (in above stated scenarios) the warranty claim will be rejected without option for re-consideration.

- 6.13 Neither the delivery of new machines or parts of machines, in fulfilment of warranty commitments, nor improvements to machines made free of charge during the warranty period, shall have as a consequence an extension of the original warranty period nor a recommencement of said warranty period from time of said delivery/improvement.
Example: A customer buys a new machine and the motor fails. He agrees to buy another motor and this motor also fails in short time. Companies give 3 months' warranty on new motors
- 6.14 Warranty Extension form: All extension for warranty must be accompanied with warranty extension **Annexure 5**
- 6.15 Warranty applicable from installation date: In case where warranty is applicable from the date of Installation (Clause only for direct customer) Sales person must fulfill below items.
- 6.15.1 Ensure the machine/ product is unused and in original packed condition.
- 6.15.2 Obtain required approval as defined in the approval matrix below.
- 6.15.3 Based on approval:
- The Service Operation Head to issue a warranty certificate to the customer.
 - The CRM team must update the warranty period in CRM portal

ANNEXURE 1: KARCHER WARRANTY CONDITION
Approval Matrix for Warranty applicable from installation date

Warranty extension: 1-3 months from the date of invoice for Consumer & Professional products in case delay in repair /Parts.	Technical Service Manager	
Warranty extension: 1-6 months from the date of invoice other than delay of repair / Parts	Sales Segment Head	Technical Service Manager
Warranty extension: >6 months and <12 months from the date of invoice other than delay of repair / Parts	Sales Segment Head	Service Head

- 6.16 **Term and Period of Warranty:**
- 6.16.1 Presentation of Invoice copy.
- 6.16.2 Notification of any claims to be made under warranty must be sent to the Customer Service Dept.
- 6.16.3 (see No. 6.19 below) in writing, within the warranty period, and immediately upon the Customer's discovery of the fault or defect in question.

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- 6.17 **Cases Not Covered by Warranty:** In cases where any of the following apply, or where signs are detectable on the machine that one or more of the following might have been the case, no rights or claims exist under the present warranty:
- 6.17.1 The use of the machine for a purpose contrary to its intended purpose. i.e consumer products are not made for commercial application.
 - 6.17.2 Improper operation of the machine
 - 6.17.3 The setting- up of the machine in an improper position or its installation by an unauthorized third party.
 - 6.17.4 External influences exerted on the machine, such as vandalism, natural catastrophes, environmental influences, fire, weather-related influences, or other natural phenomena.
 - 6.17.5 Contact with materials against which the machine is not resistant.
 - 6.17.6 The use on the machine of attachments not manufactured by Karcher or previously authorized by Karcher, and/or the installation of spare parts not manufactured or authorized by Karcher.
 - 6.17.7 Insufficient maintenance.
 - 6.17.8 Wear and tear on components and attachments — e.g. on seals, gaskets, the pump set, batteries etc.— not exceeding that which is usual in machines in regular operation.
 - 6.17.9 The carrying-out of installation, repair, or reconstruction work on the machine in question by a third party not authorized for such work by Karcher.
 - 6.17.10 The use in the machine of fuels and/or detergents/cleaning agents which have not been approved for use in same by Karcher.
 - 6.17.11 No international warranty applicable
- 6.18 **Transfer of Warranty Rights and Period of Limitation There on:**
- 6.18.1 If a Karcher machine to which there still attaches a warranty is sold, the warranty rights in question, in the form in which they exist (as per No. 2 of the Karcher Warranty Conditions) at the point in time of the sale, shall pass over, along with the right of property in the machine, to the new owner thereof the balance period.
 - 6.18.2 Claims under the present warranty in respect of a fault or defect discovered during the warranty period may only be asserted up to, and not after, the point in time when the warranty period ends.