

International Guarantee

Worldwide
Sales
& Services



Inspired by temperature

The international guarantee from Huber offers worldwide guarantee coverage for distributors, OEM partners etc.

www.huber-online.com

huber

FAQ's

The Huber International Guarantee (HIG) is an option to extend the guarantee conditions for distributors, OEM partners etc.

Who could be interested in the Huber International Guarantee (HIG)?

The HIG offers an attractive solution to OEM customers and distributors wanting to provide warranty service on Huber units which have been exported overseas.

What does the HIG cover cost?

The guarantee costs are calculated as a percentage surcharge on the list price of the temperature control unit and depend on the discount group:

- 1 year guarantee #10481
G1 - G3 = 10 % ; G35 - G5 = 15 %
- 2 years guarantee #528295
G1 - G3 = 15 % ; G35 - G5 = 20 %

How long is the guarantee valid?

The guarantee is valid for one or two years from the date of shipment from Huber Offenburg.

How is the HIG cover obtained?

It should be ordered with the unit, or at the latest prior to shipment.

Can the HIG also be completed later and in what time frame?

Yes, the guarantee can also be purchased up to 4 weeks after delivery.

What is covered by the HIG??

If the partners agree on an international warranty, Huber shall bear the costs for transport, material and labour.

Huber will only bear the costs for return shipments to a service centre if an international warranty has been agreed and if the freight company commissioned with

the collection has been determined by Huber or the costs have been approved in advance and in writing.

In the event of a warranty claim, Huber will decide whether the repair can be carried out on site or whether the device will be delivered to a service centre specified by Huber.

What is not covered by the HIG?

On-site services are excluded from the warranty. The customer shall observe the regulations on the return of goods during processing.

Is it possible to extend the HIG by registering?

No, an extension of the international guarantee by registration is not possible.

Who do I contact when a unit with the HIG cover has a problem?

The processing of guarantee services and repairs must be coordinated with::

Huber Customer Support

Telefon: +49 781 9603 244

E-Mail: support@huber-online.com

Your Advantages:

- ➔ Comprehensive care free package
- ➔ Professional repair work
- ➔ Fast execution of guarantee repairs
- ➔ Predictable guarantee costs
- ➔ Minimising downtime
- ➔ Simple handling of guarantee cases
- ➔ No further costs for repairs during guarantee