

INTERNATIONAL WARRANTY for roto Office Products

1. For all standard shredders, excluding High Security Models identified by the letters HS, like S600HS-5, warranty for defects in quality and workmanship will be extended to cover two years after date of shipment from our Customer or his Dealer to the End-user. This warranty will be limited additionally to three years after date of shipment from Dalian. The warranty for the cutting cylinders will be five years after shipment from our Customer to the Dealer or End-user, limited to six years after shipment from Dalian.
2. For all High Security Machines warranty will be one year after date of shipment from our Customer or his Dealer to the End-user limited additionally to two years after date of shipment from Dalian.
3. A correctly filled out warranty claim form must be submitted to service@roto-roto.de
4. With initial shipments, Spare Parts Kits will be supplied free of charge to the Customer. These spares are designed to cover all requirements during the warranty period. Additional Spare Parts Kits will be included in the shipments based on the total number of machines purchased by the Customer.
5. The Customer will be responsible for all other costs including labour, associated with any repairs under warranty.
6. The customer should as part of his service to the End-users keep his own stock of spares. Lists of recommended spares will be provided shortly.
7. If the spares supplied free of charge for warranty purposes prove to be insufficient, the Customer should be able to draw on his own stock to solve the problem. The spares used in this case will be provided free of charge to the Customer with the next shipment of machines.
8. In case the customer requires an air shipment for spares to repair machines under warranty, the shipping costs will be shared half / half between the Customer and the roto Office Products Division.
9. These new Warranty Conditions become effective on 01. Nov. 2009. Machines shipped after this date will fall under the new warranty. Separate agreements continue to be valid.
10. All Warranty issues should be resolved latest 7 working days after the claim has been made to service@roto-roto.de If the problems are not solved within the given timeframe or if any special problems arise, please revert to me immediately at sales@roto-roto.de



(Dr. E. Leopold Dieck)