

## GUARANTEE CONDITIONS

**WERKSITZ** guarantees its products in accordance with the following conditions:

1. These guarantee conditions apply for Germany and Europe. For third countries are separate guarantee conditions valid.
2. **WERKSITZ** grants following guarantee on the **WERKSTEP** products:
  - 2 years:** Hydrofit Classic NR
  - 3 years:** Classic Drehfit, Classic Drehfit ESD  
Classic Duofit  
Classic Standard, Classic Standard ESD
  - 5 years:** Comfort Drehfit B1&WB, Comfort Drehfit B1&WB ESD  
Comfort Duofit B1&WB, Comfort Duofit B1&WB ESD  
Comfort Standard B1&WB, Comfort Standard B1&WB ESD  
Hydrofit ESD  
Hydrofit NBR B1
  - 8 years:** Hydrofit NBR  
Hydrofit NBR Food Grade
3. The **WERKSITZ** guarantee does not include the following points:
  - a) Damage caused by use which does not correspond to the intended purpose of the product.
  - b) Damage caused by improper handling is not covered by the warranty (e.g. rolling, pushing and pulling heavy loads over or on the mat).
  - c) Damage caused by unusual environmental influences (extreme climatic conditions, acid, moisture, etc.) if the mat is not explicitly approved for this application.
4. The warranty periods apply to normal commercial use\* (8-hours/day 220 working days per year). The warranty period is reduced accordingly by half of the warranty period in the case of multi-shift operation or by two-thirds of the warranty period in the case of year-round 24-hour/day use.
  - \*: room air humidity < 80%, ambient temperature < 25°C,  
standing or walking load by one person with suitable footwear.
5. The following information is required in the event of a complaint: Description of damage or defect, product designation, OC number, if applicable, delivery note or invoice document.  
If these data are not specified, then **WERKSITZ** may refuse to process the complaint  
Before repairing/returning the mat about which the complaint is made, a conclusive image of the mat / damage location must be sent to the manufacturer by e-mail in advance with all the other aforementioned details for quicker clarification of the facts.
6. We are committed to the highest quality standard and to environmental awareness. Our products are therefore produced in accordance with the **DIN EN ISO 9001:2015** quality management system. We are a member and participant of the **Bavarian Environmental Pact** and we are committed to complying with all European environmental directives. We use no AZO dyes or chlorofluorocarbons (CFCs), we work only with silicone-free materials, and we comply with the PAH directives and REACH regulation.