

Additional conditions of ZERA GmbH

I. General conditions

Deliveries and services (collectively termed "delivery" in the following) from ZERA and its associated companies (termed "supplier" in the following) are subject exclusively to the general delivery terms for electrical products and services as stipulated by the Central Association of Electrical Engineering, as well as these additional conditions stipulated by ZERA (collectively termed "business conditions" in the following).

a) Computer hardware submissions

Clients are requested to submit any computer hardware required for system installation, configuration and testing to the ZERA works in Königswinter. Installation instructions or assistance required otherwise will be subject to payment. These tasks are not performed under guarantee.

b) Installation / commissioning

Installation and commissioning should principally be performed by ZERA engineers. Installation instructions or assistance required otherwise will be subject to payment.

c) Transport damage

The client must notify the shipping agency at once of any damage occurred during transport. Claims raised later will not be recognized.

d) Guarantee for returned articles

ZERA's service department will evaluate whether returned articles are covered by guarantee. The client is responsible for proper and secure packaging of such articles. Furthermore, the client is requested to properly fill out all necessary delivery notes, customs forms and shipping documents, and submit them in advance to ZERA via fax (+49-2223-704167).

Defective articles whose repair or replacement is ZERA's responsibility under the guarantee terms must be returned carriage paid. If repair outside ZERA's workshops is needed, the ordering party will bear all the related costs except for wages accrued by guarantee tasks performed on location.

II. Technical specifications / catalogue information

In view of the multitude of devices, materials and programs available on the market, accompanied by the diversity of processing and machining techniques ranging beyond the supplier's sphere of influence, the supplier cannot provide any guarantee for the state of delivered consignments. This applies, in particular, to individual product performance data specified in the supplier's catalogues.

III. Supplier's security rights

Delivered goods will remain the supplier's property until fulfilment of all the supplier's current and future claims against the ordering party, regardless of their legal grounds.

IV. Disposal of old equipment

The client will be responsible - at their own expense - for disposing of delivered goods at the end of their utilization period in accordance with legal regulations and applicable national guidelines.