

Warranties

“NO EXCUSE” WARRANTY

We only want happy customers and therefore offer a unique “No Excuse” warranty. The rules are simple: You can claim your money back for the machine, would you not be happy with your choice. That is to say, we will refund what we charged you for the machine, if you return it within the stipulated time limit (see below). The machine must be complete with its accessories and not damaged when it is returned for refund.

STANDARD GUARANTEE

There is also a standard guarantee. The Standard Guarantee covers repair/replacement of faulty parts and/or incorrect manufacturing. Note that the guarantee does not cover normal wear and tear. Nor does it cover cleaning that you are expected to do yourself, or shipping costs for sending the machine back to us. See further “Policy” below.

10 YEARS PARTS GUARANTEE

We guarantee that parts will be available for at least 10 years after purchase of a new machine.

POLICY

Our policy is that you during the “No Excuse” warranty period may send your machine to us as many times as you like. The freight to us must be paid from your end, however, unless otherwise is agreed with Jannersten *in advance*.

We will pay the costs for shipping the machine back to you when we, within the “No Excuse” warranty period, have corrected a fault that is covered by the Standard Guarantee. The freight has to be paid from your end in all other cases.

Terms in a glance

BridgeSorter and Duplimate

The following terms apply when you buy a new BridgeSorter III or a Duplimate V:

- 12 months “No Excuse” warranty.
- 60 months Standard guarantee.

HandyDup terms

The following terms apply when you buy a new HandyDup:

- 6 months “No Excuse” warranty.
- 12 months Standard Guarantee.
- can any time be used as part payment for a new Duplimate (no time limit).

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