

Warranty terms of QuickJack Netherlands B.V.

Version: 2.0

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1. Warranty on our products

We want you to be satisfied with the products you order from Quickjack Netherlands. The first condition is that your product works well. Most of the products we sell come with a factory warranty of 2 years for individuals and 1 year for businesses (for certain products, this extends up to 6 years). The exact duration of the warranty is listed on the product page of each product. The warranty period is also stated in the accompanying manual.

2. How to deal with defects?

If you receive a product from us or have been using it but it shows a defect that negatively affects the use of the product, you can claim the warranty. If you detect a defect, we ask you to inform us via email at info@quickjack-nederland.nl.

Please include the following information in your email:

- Mention that it is a warranty claim in the subject.
- Your order reference (order or invoice number).
- The serial number of the QuickJack (listed on the large sticker on the left frame).
- A clear description of the issue.
- Photos or videos to clarify the defect.

3. Processing your warranty claim

Once you have informed us about a defect, we will send you a confirmation within 1 business day that we have received your message. From that point, our team will assess your warranty claim. Sometimes additional information is required to locate the cause of the defect. If necessary, we may ask you to perform some tests to identify the cause. We expect you to follow up and answer our questions for a proper resolution of your claim.

If the solution to the defect involves replacing a part, only the part to be replaced will be exchanged. For example, if a part on one of the QuickJack frames is defective, only the defective part will be exchanged, not the entire frame. QuickJack Netherlands B.V. covers the cost of sending and returning warranty parts.

For valuable warranty parts, such as a hydraulic cylinder or power unit, the consumer must first return the defective parts to us before we send the new parts. Once we have received confirmation from the postal company that the parts have been returned, we will dispatch the new parts.

The consumer is responsible for dismantling the defective parts and installing the warranty parts. The time spent by the consumer on this task will not be reimbursed or compensated by QuickJack Nederland B.V. We will ensure that the consumer is clearly instructed on how to replace the parts. QuickJack Netherlands B.V. reserves the right to repair, replace, or refund, depending on the nature of the issue.

4. When does the warranty begin?

The factory warranty begins from:

- a. The purchase date when picking up your order in-store.
- b. The delivery date when your order is shipped.

5. When does the warranty apply?

You can claim warranty if:

- a. Your product is not functioning properly.
- b. There is a defect that occurred through no fault of your own.

6. What Is not covered by the warranty?

Certain items are not covered by the warranty, such as:

- a. Damage from improper use, abuse, or neglect of the product.
- b. Damage from improper installation or maintenance.
- c. Normal wear and tear, such as wear on seals, rubber parts, or other consumables.
- d. Damage from overloading the product.
- e. Damage from accidents, fire, water or storm damage, or other external causes.
- f. Products that have been modified or adjusted without the approval of QuickJack Nederland B.V.

QuickJack Nederland B.V. is not liable for property damage caused by improper use or defects in the product, such as oil leaks from the hydraulic system or the movement of the QuickJack frames on the floor.

7. Legal matters

This warranty is in addition to the legal rights consumers have under Dutch law. In case of disputes, QuickJack Nederland B.V. will strive to find a solution. If no solution can be reached, the dispute may be submitted to a competent court in the Netherlands.

8. Contact information

For questions or to submit a warranty claim, please contact us at:

QuickJack Nederland B.V.

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