

Terms and Conditions for the Optional 1-Year Manufacturer's Warranty

1.) Warranty Service, Scope, Period

Consumers have the option to purchase an optional one-year manufacturer's warranty for all products offered by the manufacturer in its online shop by paying a one-time fee per product displayed during the ordering process.

A consumer is any natural person who enters into a legal transaction for purposes that predominantly cannot be attributed to their commercial or self-employed professional activity.

The warranty period begins upon conclusion of the contract.

The warranty service applies geographically to the delivery countries served by the guarantor.

If material or manufacturing defects occur during the warranty period, the manufacturer, as guarantor, shall provide professional repair of the product in the manufacturer's own workshop at its own expense under the warranty.

The manufacturer shall bear the direct costs of sending the product under warranty to the manufacturer, as well as the costs of returning the repaired product to the warranty holder.

For services performed under the warranty, the warranty period shall not begin anew, but rather the warranty period shall be calculated based on the original date of conclusion of the contract.

2.) Exclusion of Warranty Claims

Warranty claims are excluded in the event of damage/defects to zippers.

Warranty claims are also excluded in the event of damage/defects caused by

- misuse or improper handling
- use of force (e.g. impact, shock, dropping)
- unauthorised repair attempts

3.) Assertion and Processing of Warranty Claims

If you as a consumer have purchased the optional one-year manufacturer's warranty, please send us an email to **info@gusti-leder.jp** in the event of a warranty claim concerning a product covered by the warranty.

Please be sure to attach the following to this email:

- your order number and a description of the occurred error/defect, as well as
- at least one meaningful photo showing the error/defect.

We will then review the warranty claim and, upon acceptance, provide you with instructions for sending in the product.

4.) Information about the Guarantor

The guarantor is:

Gusti Leder Stores GmbH
Erich-Schlesinger-Str. 62
18059 Rostock
info@gusti-leder.jp

5.) Notice on Statutory Rights

Your statutory rights in the event of defects are not limited by this warranty promise and may be exercised by you free of charge. Any existing statutory warranty rights against us therefore remain unaffected by this warranty promise.