

3-year manufacturer's warranty

SYGONIX® - The Building Services Technology Brand Quality, functionality and design of the company's products perfectly blend into each other. This is why we offer a 3-year extended warranty on all SYGONIX® products.

Manufacturer's Warranty Terms & Conditions

Warranty provider: Conrad Electronic SE, Klaus-Conrad-Straße 1, 92242 Hirschau, Germany

Geographical validity: European Union and Switzerland

Version: 04.09.2026

- 1) Conrad Electronic will, at its own discretion, either repair or replace free of charge any new product (including parts) that develops a fault as a result of a manufacturing error or material failure within a period of 3 years starting from the date of original purchase with a similar and contemporary product. Wear parts (such as batteries, light bulbs etc) are covered for a period of 6 months starting from the date of purchase.

If you want to make a claim, please return the product together with a detailed description of the fault and the purchase receipt.

- Customers based in Germany and countries other than those mentioned below:
Conrad Electronic SE, Service Center, Klaus-Conrad-Straße 1, 92242 Hirschau, Germany
- Customers based in Austria:
Conrad Electronic GmbH & Co. KG, Durisolstraße 2, 4600 Wels, Austria
- Customers based in Switzerland:
Conrad Electronic AG, Roosstrasse 53, 8832 Wollerau, Switzerland

Alternatively, just hand the faulty item over to a member of staff in any of our retail outlets.

More details on how to return an item are available in the Customer Support section of our shop website.

The present warranty terms and conditions do not affect your statutory rights.

- 2) This warranty does not cover damages to the product resulting from inappropriate use, improper fitting, unauthorised disassembly, repair or modification, or failure to follow the manufacturer's instructions.
- 3) This warranty does not cover any loss of data, or any kind of damages resulting from loss of data.
- 4) If replacing or repairing an item is not an option (for economical or other reasons) we will reimburse the purchase price of the item. The decision whether to repair or replace an item, or to reimburse the customer is entirely left to Conrad Electronic's discretion. Refunding the purchase price of an item also constitutes that Conrad Electronic has met his contractual obligations in full.
- 5) Replacement or repair of a product under the present warranty does not extend or restart the warranty period.
- 6) All warranty claims require proof of purchase in the form of a receipt or invoice clearly stating the purchase date. This warranty applies to the original buyer only and is non-transferable.
- 7) If Conrad Electronic replaces or refunds goods under the present warranty, a) any replacement item/refund will remain the property of Conrad Electronic until the customer receives the replacement item/refund, b) the faulty item will remain the property of the customer until Conrad Electronic receives the returned faulty item.
- 8) The present warranty terms and conditions do not affect your statutory rights resulting from entering into a purchase agreement with us. This especially applies to any existing consumer rights which will not be invalidated by the present warranty terms. Exercising your statutory rights is free of charge.

If the product you bought turns out to be faulty, you will be protected by statutory rights under consumer law regardless of whether or not the fault in question is covered by the warranty, and irrespective of whether or not you are making a claim.