

Warranty - and goodwill matrix season 2023 Glatz collection

Produkt	Defekt	< 6 Monate	< 24 Monate
Alexo	Locking ring defective	Replace under warranty	Replace under warranty
	Joint broken	Replace under warranty	Replace under warranty
	Single rod defective	Replace under warranty / Break in goodwill	Replace in goodwill except in the event of breakage
	Lower pole defective	Replace under warranty / Break in goodwill	Replace in goodwill except in the event of breakage
Piazzino	Single rod defective	Replace under warranty / Break in goodwill	Replace in goodwill except in the event of breakage
Teakwood	Single rod defective	Replace under warranty / Break in goodwill	Replace in goodwill except in the event of breakage
Alu-Smart	Single rod defective	Replace under warranty / Break in goodwill	Replace in goodwill except in the event of breakage
	Rod extension defective	Replace under warranty	Replace in goodwill
	Lower pole defective	Replace under warranty / Break in goodwill	Replace in goodwill except in the event of breakage
	Tilt defective	Replace frame under warranty	Replace frame under warranty
	Screw-know defective	Replace under warranty	Replace under warranty
Twist	Single rod defective	Replace under warranty / Break in goodwill	Replace in goodwill except in the event of breakage
	rod extension defective	Replace under warranty	Replace in goodwill
	Lower pole defective	Replace under warranty / Break in goodwill	Replace in goodwill except in the event of breakage
	Tilt defective	Replace frame under warranty	Replace frame under warranty
	Crank drive defective	Replace frame under warranty	Replace frame under warranty
	Rope is broken	Replace frame under warranty	Replace frame under warranty
Fortino Riviera	Single rod defective	Replace under warranty / Break in goodwill	Replace in goodwill except in the event of breakage
	Rod extension defective	Replace under warranty	Replace in goodwill
	Lower pole defective	Replace under warranty / Break in goodwill	Replace in goodwill except in the event of breakage
Fortero	Single rod defective	Replace under warranty / Break in goodwill	Replace in goodwill except in the event of breakage
	Rod extension defective	Replace under warranty	Replace in goodwill
	Lower pole defective	Replace under warranty / Break in goodwill	Replace in goodwill except in the event of breakage
Fortello	Single rod defective	Replace under warranty / Break in goodwill	Replace in goodwill except in the event of breakage
	Rod extension defective	Replace under warranty	Replace in goodwill
	Coupling released from lover pole	Replace under warranty	Replace under warranty
	Lower pole defective	Replace under warranty / Break in goodwill	Replace in goodwill except in the event of breakage
Fortello LED	LED's	Replace rod with led's in warranty	Replace rod with led's in warranty
	LED driver in lower pole defective	Replace lower pole with LED driver in warranty	Replace lower pole with LED driver in warranty
Sunwing Casa	Rope is broken	Replace frame under warranty	Replace frame under warranty
	Parasol can not be opened completely, crank spicks at the end	Replace winding shaft under warranty	Replace winding shaft under warranty
	Swivel drive defective, panning is hard	Replace frame under warranty	Replace frame under warranty
	Side rib defective	Replace under warranty / Break in goodwill	Replace in goodwill except in the event of breakage
	Single rod defective	Replace under warranty / Break in goodwill	Replace in goodwill except in the event of breakage
	Crank defective	Replace under warranty / Break in goodwill	Replace in goodwill except in the event of breakage
	Rod extension defective	Replace under warranty	Replace in goodwill
	Release bar / Release button defective	Replace under warranty	Replace under warranty
Sombrano S+	Single rod defective	Replace under warranty / Break in goodwill	Replace in goodwill except in the event of breakage
	Rod extension defective	Replace under warranty	Replace in goodwill
	Rope is broken	Replace under warranty	Replace under warranty
	Turnable base defective	Replace under warranty	Replace under warranty
Pendalex P+	Single rod defective	Replace under warranty / Break in goodwill	Replace in goodwill except in the event of breakage
	Rope is broken	Replace under warranty	Replace under warranty
	Clamping lever M8 defective in support arm guide	Replace under warranty	Replace under warranty
	Clamping lever M8 defective for height adjustment	Replace housing shell left under warranty	Replace housing shell left under warranty
	Clamping lever M8 defective for rotation	Replace under warranty incl. washer	Replace under warranty incl.washer
Protective cover	Bars defective	Replace under warranty	Replace under warranty
	Fabric or seams defective	Replace protective cover under warranty	Replace protective cover under warranty
	Zipper is broken	Replace protective cover under warranty	Replace protective cover under warranty