

§ 1 – Warranty

StepOver International shall rectify free of charge and within the warranty period all material or processing defects reported on a StepOver product. StepOver reserves the right to repair or exchange, at its own discretion, individual parts of the product or the product in its entirety. An exchange may comprise either new parts / a new product, or repaired parts / a repaired product in which case the repaired parts or repaired product will conform to the new product in terms of function. The exchanged or repaired parts / exchanged or repaired product(s) will be covered for the remaining policy period of the product originally sent for repair. Parts or products sent in and exchanged will become the property of StepOver International.

§ 2 – Warranty Period

1. Purchasing a StepOver signature pad entitles you to a warranty period of two years from the date of purchase for the product. The date on your sales receipt is decisive.
2. It is possible to purchase a guarantee extension of one, two or a maximum of three years beyond the original period. This option can only be selected once upon ordering your item(s). A subsequent warranty extension is unfortunately not possible.

§ 3 – Exclusion of warranty

1. Touch sensors are wear parts and thus not covered by the guarantee. Abrasion or scuffing to the sensor is not a material defect.
2. Damage, particularly in terms of the sensor surfaces, may be caused through improper handling with no signs of wear. Damage to the sensor surfaces due to the use of writing implements with hard tips (pens, pencils, etc.) is not covered by the guarantee.
3. The following generally applies: damage due to improper handling is not covered under warranty.

§ 4 – Handling and Usage

1. Every signature device shall come with an information sheet, which shall inform the user on the correct handling i.e. usage of the signature device.
2. A sticker or engraving (subject to model) in most cases shall be provided on the back of the signature device to inform the user on the correct handling of the device.

§ 5 – Sending / Returning Damaged or Faulty Items

1. In the event of sending a repair please fill in all the necessary data into our repair service and place the resulting repair ticket into your shipment. You will find our repair service together with all the information required for its successful submission at: <https://www.stepover.com/service/repair/>

Please be aware that repairs shall be carried out exclusively according to our repair conditions and where applicable, prices. Our repair conditions and prices can be found here: www.StepOverInfo.net/REP. Unfortunately, we cannot process items sent without a repair ticket. We do not accept items without prepaid postage.