

I would like to make use of the Starmix 5-year anniversary guarantee and I register for this purpose.

Warranty Conditions

1. Only end customers who have their place of residence / headquarters in Germany or in one of the countries listed below are entitled to a guarantee:

(AT) Austria, (BE) Belgium, (GR) Greece, (LU) Luxembourg, (FR) France,
(IT) Italy, (NL) Netherlands, (SE) Sweden, (FI) Finland, (CZ) Czech Republic,
(HU) Hungary, (PL) Poland, (UA) Ukraine

2. Only buyers of a new Starmix vacuum cleaner anniversary model who register online on the Starmix website within 30 calendar days of purchase by submitting the purchase receipt and the serial number of the device purchased are eligible for a guarantee. The anniversary models are identified as such by a leaflet that is enclosed with the purchased device.
3. As the manufacturer, ELECTROSTAR gives a guarantee of 5 years from the date of purchase, based on the absence of defects in the material and manufacture of the device purchased (not on accessories).
4. A warranty claim can only be made if all maintenance work has been carried out on the device during the entire warranty period, as specified in the operating instructions.
5. A warranty claim can only be asserted if, in the case of a warranty claim, the device is sent in for inspection in its entirety, i.e. not in a dismantled state.
6. The guarantee does not cover damage that has its cause in
 - Use of force (e.g. damage from foreign objects such as stones),
 - Incorrect or improper use (e.g. by disregarding the operating instructions, connection to the wrong mains voltage or the wrong type of current),
 - Improper interventions, changes or interventions by persons who were not authorized by ELECTROSTAR,
 - Use of accessories, spare parts or consumables that are not Starmix genuine parts (e.g. filters),
 - Continuous operation or comparable excessive use.
7. Furthermore, the guarantee does not extend to wearing parts such as motor fan, seals, wheels, castors, power cable, filters and vacuum cleaner accessories (nozzles, tubes, hoses, connecting sleeves).

8. The guarantor is ELECTROSTAR GmbH, Hans-Zinser-Straße 1-3, D-73061 Ebersbach an der Fils. This has commissioned its national trading partner to fulfill the guarantee. The only guarantee holder is the purchaser of the device registered with ELECTROSTAR. An assignment of guarantee claims is excluded.
9. The buyer agrees to the transfer of his purchase data to the national trading partner who is responsible for processing the guarantee cases.
10. The national trading partner and addressee of warranty claims are for customers who have their place of residence / headquarters in Germany:

U & W GmbH, Jakob-Wolf-Straße 26, D-63179 Obertshausen, Tel.: 06104/60 05 100, E-Mail: info@uwgmbh.de

or

Hans Sauer GmbH, Barkhausenweg 8, D-22339 Hamburg, Tel.: 040/5389920, E-Mail: info@hans-sauer.de

For buyers who have their place of residence / headquarters outside of Germany, the respective national trading partner where the product has been purchased.

11. This guarantee neither restricts nor excludes the statutory rights of the buyer.

Status: August 2021

ELECTROSTAR GmbH
Hans-Zinser-Straße 1-3
D-73061 Ebersbach an der Fils