

Warranty and Safety Information

We are proud of the products bearing our brand name RUDOLF®, which are appreciated worldwide as high quality products with a long service life. Therefore, RUDOLF products have a warranty on material and workmanship.

Should nevertheless a product reveal any material or workmanship defect, despite our most careful inspection and testing, we will repair or replace it free of charge, provided that this product has been used for its intended purpose, has been handled, maintained and reprocessed correctly and it has not been modified in any way. Due to this warranty, no further claims arise, especially no claims for compensation.

The warranty is valid (in each case starting from the delivery to the first buyer) for a period of:

5 years	for surgical instruments
3 years	for endoscopes and minimally invasive instruments
2 years	for equipment and sterilization container

The warranty will not be granted:

- if the product has been overstressed or shows signs of violence.
- if the product has been used and applied inappropriately.
- if the product has been in contact with corrosive chemicals or vapors.
- if the product has been handled inadequately or the care and maintenance have not been carried out carefully (i.e. unsuitable disinfectants, cleansing agents or inappropriate cleansing methods have been used).
- if the product has been sterilized improperly (i.e. the product has been exposed to unsuitable sterilizing steam). Please note that optical components require special care and may wear down fast if not used, cleaned and looked after in strict accordance with the instructions for use and cleaning instructions.
- if the product is resold after use as a second-hand product.
- for consumables also if they are part of a product, device or assembly (e.g. seals, filters, light bulbs). Instruments used with electro surgical units may wear down fast if high power is applied – in some cases also due to lack of regular cleaning during a surgical procedure. Electro surgical instruments will wear down during use and thus are to be considered consumables with a limited lifetime.
- for fair wear and tear of products and product parts (for example hard metal inserts on scissors or needle drivers etc.)
- for sterile products beyond expiration date or with damaged sterile barrier



Any product modification is strictly forbidden without RUDOLF Medical's explicit, written and prior approval as every modification may reduce the patient's, the user's or a third person's safety and may endanger his/her or their health. Any unauthorized product modification leads automatically to the loss of the warranty.

RUDOLF Medical warranty does not cover transportation costs or any of the risks of transportation.

For information regarding the use, preparation and maintenance of our products please contact our Customer Service: sales@rudolf-med.com.

These conditions, our GTC and the entire legal relationship between the buyer and us is subject to the laws of the Federal Republic of Germany or of the International Private Law, with the exception of the United Nations Convention on Contracts for the International Sale of Goods. The place of fulfillment is Fridingen, The sole place of jurisdiction for all disputes stemming from any commercial transaction is the court responsible for our place of business. Additionally we have the option of bringing an action against the buyer at their place of business. Should a provision of the business terms and conditions or a provision within the scope of other agreements be or become invalid, then the validity of all other provisions or agreements will not be affected.

Fridingen, 02nd March 2022
RUDOLF Medical GmbH + Co. KG


Ulrich Rudolf
President

F#0416 Rev. E