

WARRANTY CONDITIONS

Voluntary product warranty for CLICKWERK solar mounting systems · Garantiebedingungen

Voluntary product warranty of the **CLICKWERK GmbH** – in addition to the purchaser's statutory rights in respect of defects.

25
Years

PRODUCT WARRANTY

on defects in material and workmanship and on compliance with the technical specifications – from the date of delivery.

VALID FROM	WARRANTY PERIOD	AS OF	DOCUMENT
Date of delivery	25 years	09.06.2026	CW-GAR-2026-01 / V1.0

The following warranty conditions describe the scope, conditions, handling and limits of the product warranty voluntarily granted by CLICKWERK GmbH on its solar mounting systems. They supplement the purchaser's statutory rights in respect of defects without limiting them.

A SCOPE AND EXTENT OF THE WARRANTY

- 1 These warranty conditions ("Warranty Conditions") apply to all sales of solar mounting products by CLICKWERK GmbH, Walter-Becker-Straße 44, 21035 Hamburg ("CLICKWERK"), to its customers ("Purchaser"). They form part of the respective purchase contract, including CLICKWERK's General Terms and Conditions. In the event of conflicts, the provisions of the individual purchase contract take precedence over these Warranty Conditions.
- 2 These Warranty Conditions apply exclusively to purchase contracts concluded directly with CLICKWERK. Customers of resellers may assert warranty claims only against the respective reseller from whom they purchased the product, not against CLICKWERK.
- 3 CLICKWERK warrants that the solar mounting products delivered under the purchase contract ("Products") are free from defects in material and workmanship for a period of **25 (twenty-five) years** ("Warranty Period") from the date of delivery and comply with the technical specifications laid down in the product documentation provided by CLICKWERK ("Specifications").
- 4 This warranty is a **voluntary guarantee within the meaning of Section 443 of the German Civil Code (BGB)**. It applies in addition to the purchaser's statutory rights in respect of defects and does not limit them; the statutory warranty rights remain unaffected by this warranty.
- 5 **The German-language version of these Warranty Conditions is authoritative.** Translations serve solely to aid comprehension.

B CONDITIONS OF THE WARRANTY

- 6 A condition of the warranty is that the Products were installed professionally and in accordance with the applicable CLICKWERK installation manual as well as the generally accepted rules of technology and the applicable building and safety regulations.

- 7 Before installation, an object-specific structural design of the CLICKWERK mounting systems must be carried out for each construction project using the **CLICKWERK OneClick** planning software (available at one.clickwerk.eu). The components, quantities, spacings and load assumptions set out in the resulting design report (“OneClick Report”) are decisive; the Products may be used exclusively within these limits. The OneClick Report forms part of the installation documentation and must be retained for the entire Warranty Period.
- 8 The Products must be installed exclusively in accordance with the OneClick Report and the applicable CLICKWERK installation manual. Deviations therefrom are permitted only with CLICKWERK’s prior express consent in text form.
- 9 The Purchaser shall retain the proof of purchase (invoice or delivery note) together with the OneClick Report for the entire Warranty Period and shall present both in the event of a warranty claim.

C HANDLING OF WARRANTY CLAIMS

- 10 The Purchaser shall notify CLICKWERK of a demonstrable defect without undue delay after discovering it, in text form (including by e-mail to info@clickwerk.eu). The notification shall contain all information reasonably available to the Purchaser regarding the alleged defect, in particular photographs or video recordings, the product or batch marking, the proof of purchase and the OneClick Report.
- 11 The Purchaser shall provide CLICKWERK without undue delay with all further information and shall render the reasonably required cooperation, including granting access to the installation. At CLICKWERK’s request, the Purchaser shall send the product complained about to CLICKWERK or to a third party commissioned by CLICKWERK for inspection, at CLICKWERK’s expense and in accordance with its instructions.
- 12 CLICKWERK or the commissioned third party shall assess whether the defect complained about is covered by this warranty and shall notify the Purchaser of the result in text form. If a product is not assessed as defective, CLICKWERK shall return the product at the Purchaser’s expense; the Purchaser shall reimburse CLICKWERK for the costs reasonably incurred for the inspection.
- 13 The Purchaser shall report obvious transport damage within **48 hours** of delivery, enclosing photographs or video recordings, provided the transport was within CLICKWERK’s area of responsibility. CLICKWERK is liable for transport damage only if the transport was carried out by or for CLICKWERK.
- 14 A warranty claim does not entitle the Purchaser to withhold or suspend its own obligations under the purchase contract that are due, in particular payment.

D REMEDIES

- 15 If a defect is covered by this warranty, CLICKWERK will, at its own choice and at its own expense, within a reasonable period:
 - (a) repair (rectify) the defective product; or
 - (b) replace the defective product with an equivalent, new product, whereby the Purchaser returns the defective product at CLICKWERK’s expense; or
 - (c) where repair or replacement is impossible or disproportionate in CLICKWERK’s reasonable discretion, refund the purchase price paid for the defective product, less an amount calculated on a straight-line basis over the Warranty Period corresponding to the time during which the Purchaser was able to use the product free of defects.

- 16** CLICKWERK and the Purchaser may agree in text form that the Purchaser keeps the product and CLICKWERK refunds part of the purchase price.
- 17** For a repaired or replaced product, the original Warranty Period continues to apply (calculated from the date of the original delivery); it does not start anew.
- 18** The warranty covers the remedy in respect of the product itself. **Costs for removal and reinstallation, scaffolding, lifting equipment and travel, as well as indirect and consequential damages, are not covered by this warranty,** unless mandatory law provides otherwise or something else is agreed in the purchase contract.
- 19** The remedies set out in these Warranty Conditions are the only claims that the Purchaser can derive from this voluntary warranty. **Statutory rights in respect of defects as well as mandatory statutory liability claims** – in particular in cases of intent, gross negligence, injury to life, body or health, and under the German Product Liability Act (Produkthaftungsgesetz) – remain unaffected.

E EXCLUSIONS FROM THE WARRANTY

- 20** The warranty does not apply, and CLICKWERK is not liable under this warranty, for defects:
- (a) that were not reported to CLICKWERK within the Warranty Period in accordance with these Warranty Conditions;
 - (b) that do not impair the functionality of the product, such as minor visual deviations like scratches, stains, superficial corrosion or colour variations;
 - (c) that are attributable to transport that was not within CLICKWERK's area of responsibility;
 - (d) that are attributable to third-party products, components or materials used together with the product and not supplied by or on behalf of CLICKWERK or not approved for the relevant use;
 - (e) that are attributable to use not in accordance with the Specifications or to non-intended use;
 - (f) that are attributable to faulty handling, storage, assembly, loading or installation, or to installation not in accordance with CLICKWERK's instructions;
 - (g) that are attributable to the building, the roof, the roof covering or the other structure being unsuitable for the installation of the Products or the installation of solar modules;
 - (h) that are attributable to modifications, the replacement of parts or repairs to the product carried out not by or on behalf of CLICKWERK or without its express consent;
 - (i) that are attributable to force majeure, including – without being exhaustive – hail, lightning strike, storm, flood, explosion, fire, vandalism, extreme wind speeds or temperatures, and other extreme weather events;
 - (j) that are attributable to normal wear and ageing or to chemical, electrical, electrolytic, corrosive or environmental influences outside the Specifications; and/or
 - (k) that are attributable to the fact that the quantities or components prescribed in the installation manual and the structural verification were not used;
 - (l) that are attributable to the fact that no structural design with CLICKWERK OneClick was carried out for the construction project, or that the installation deviates from the OneClick Report or the installation manual.

F TRANSFERABILITY

- 21 The warranty is tied to the Products originally delivered. It may pass to the new owner upon a change of ownership of the installation in which the Products are incorporated; the remaining Warranty Period continues unchanged. A precondition is the presentation of the original proof of purchase.

G FINAL PROVISIONS

- 22 These Warranty Conditions and all disputes arising out of or in connection with them are governed by the **law of the Federal Republic of Germany**, excluding the UN Convention on Contracts for the International Sale of Goods (CISG).
- 23 The exclusive place of jurisdiction is — to the extent legally permissible — **Hamburg**.
- 24 Should any provision of these Warranty Conditions be or become wholly or partially invalid, the validity of the remaining provisions remains unaffected (severability clause).
- 25 Amendments and supplements to these Warranty Conditions must be made in text form.

WARRANTY PROVIDER

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