

WARRANTY CONDITIONS

Backpack

General and warranty

We, FOND OF GmbH, grant a two-year manufacturer's warranty on the workmanship and material of all Affenzahn bags from the date of purchase.

You can extend your warranty period by an additional year online in the Affenzahn online store ([affenzahn.com](https://www.affenzahn.com)) under Service (Warranty) - simply fill out the form linked there and send it to us. Please note: 1. The extension must be made within the first two years from the date of purchase. Unfortunately, we cannot consider requests received after two years from the date of purchase. 2. Keep your receipt safe, as the warranty is only valid with the proof of purchase.

The warranty applies within the territorial scope of the European Union and Switzerland and within the personal scope of application if you, as a consumer, have purchased a Affenzahn bag within the meaning of § 13 BGB (German Civil Code) and are using them for private purposes.

Your statutory rights as a consumer in the event of defects (subsequent performance, withdrawal or reduction and compensation for damages in accordance with Sections 437 et seq. German Civil Code) are not limited by this warranty but can be asserted against the respective dealer (seller) independently and free of charge.

If you identify material or processing defects within the two-year warranty period and return the Affenzahn bag to the respective dealer or directly to us before the warranty expires, we will rectify the defect in question or replace the Affenzahn bag with a defect-free product. We make the decision on how to remedy the defects. We will cover the costs incurred to rectifying defects as well as any shipping costs incurred. We will not assume any other costs that may also arise in connection with the warranty claim, such as costs for shipping packaging.

The warranty does not cover normal wear and tear and such damage caused by improper handling, accidents or extreme temperatures.

All accessories of the Affenzahn bag to which only the statutory warranty rights apply are excluded from the warranty, in particular: toiletry bags, children's shoes, gym bags, pencil cases, water bottles, lunch boxes, hip bags, purses, badges, books, kids sofa, pillow roll, scooters, helmets, bells, handlebar bag, umbrella and clothes.

Please note that the Affenzahn bag may deform due to external influences such as a washing cycle in the dishwasher or washing machine or strong force from above. In these cases, our guarantee does not apply, as this is a case of improper handling.

In the event of a warranty claim, the warranty period will not be extended by another two years. The warranty is always valid from the date of purchase and is limited to the two-year term calculated from the date of purchase.

Making a warranty claim

In the event of a warranty claim, please contact us as the warrantor: **FOND OF GmbH · Vitalisstraße 67 · 50827 Cologne · info@affenzahn.com · +49 (0) 221 9567 3228**

In order to make a warranty claim, it is necessary to send photos of the damaged Affenzahn bag and the proof of purchase. If it is not possible to verify the existence of a warranty claim on the basis of the photos, we reserve the right to request that the Affenzahn bag be sent to us for inspection. You will be responsible for any shipping costs incurred as a result of sending the product to us. This does not apply if it is determined that the warranty claim is valid or that you are also entitled to statutory warranty rights, on the basis of which you are sending your Affenzahn bag to us.