

General guarantee conditions

Start of guarantee:

The guarantee starts on the first day of the production week. The production week can always be found on the inside of the cabinet, on the type plate.



End of guarantee:

The warranty period ends on the last day of the same calendar week as the production week, 24 months (2 years) later. Demonstrable adherence to the BEKS Warranty Plan 2025, extends the warranty period to a maximum of 10 years for the ALU-line and 2 years for the BEKS Vario Slide and this within the limits and restrictions of these warranty conditions. For further provisions, please see further on in this document.

Type plate:

The type plate is affixed by BEKS Systemen B.V. (hereinafter referred to as BEKS) during production and serves to identify the BEKS drawer system. A drawer system without this nameplate does not qualify for an extended guarantee. By submitting a valid and paid purchase invoice, the standard 24-month (2-year) guarantee for a new BEKS drawer system can, of course, be invoked at any time subject to prior written approval by BEKS.

Warranty scope:

BEKS grants a guarantee exclusively on authentic BEKS drawer systems, which are used for the intended purpose and in particular all functional parts as well as the drawer slides and the locking system. The guarantee applies only to original BEKS components, which have been installed by an authorised BEKS service partner. Vehicles not authorised for use on public roads are excluded.

Exclusions:

Excluded from warranty are electrical items as well as their installation, such as electrical accessories, additionally fitted locks, batteries, lighting, etc. Defects or changes in colour are also excluded.

A guarantee claim shall only be considered if all normal provisions and/or requirements set by BEKS in the assembly instructions, installation instructions and operating instructions have been demonstrably observed.

Damage resulting from accident, improper use, overload, catastrophe or vandalism shall not be covered by these guarantee conditions.

In the event of a warranty case, BEKS will, at its discretion, replace or repair the damaged parts. Warranty work can only be performed by BEKS or a BEKS authorised service partner.

Modifications after delivery of the system by BEKS automatically render the warranty null and void. This also applies if such modifications were made unilaterally by a BEKS service partner without prior written consent.

In the event of an accident or other external influences that may affect the condition of the in-vehicle equipment, an inspection must be carried out by BEKS or an authorised BEKS service partner. Otherwise, the guarantee shall become null and void at the time of the accident or at the time of the calamity otherwise.

Additional costs:

Additional costs in the form of travel time or waiting time shall not be reimbursed or compensated. Nor will compensation be given for any economic loss, consequential loss, direct or indirect damage or any costs whatsoever incurred due to defects or as a result of personal injury.

Warranty claims:

Warranty claims are subject to the condition that the warranty case is notified to BEKS in writing, within 7 calendar days from its discovery, and that the defect is specified and the notification is accompanied by clear photographs showing the defect as well as the rating plate. Written means by (registered) letter or by e-mail.

Only in case of approval of BEKS prior to the repair or reparation, compensation can be claimed.

BEKS reserves the right to replace parts with similar parts or parts of at least the same quality, for instance if parts are no longer in the product range or can no longer be supplied.

Applicable law and jurisdiction

The contractual relationship with BEKS as well as the applicability of these terms and conditions shall be exclusively governed by Dutch law. The Vienna Sales Convention is expressly excluded. The courts of 's-Hertogenbosch shall have exclusive jurisdiction in any dispute.

Provisions for extending the guarantee from 2 to 4 years

Extension conditions:

In order to continue to guarantee trouble-free operation, BEKS prescribes a service after 24 months, of the type Service 1. The correct and timely performance of this service will extend the warranty by 24 months. The date of manufacture on the type plate is decisive.

The maintenance must be demonstrably carried out by BEKS or a BEKS service partner authorised by BEKS. An official invoice of the BEKS service partner is the only valid proof of maintenance. During maintenance, only original BEKS parts and lubricants may be used. A prolongation is only possible if the maintenance was carried out completely and in accordance with BEKS regulations. Deviations from this will result in immediate termination of the warranty.

Contents Service, type 1:

- Removal of all individual drawers
- Checking all fastening points of the cabinet
- Cleaning the running rail in the cabinet
- Visual inspection of the swing axle and the running wheels at the back of the drawer
- Cleaning the underside of the drawer, specifically the part on which the runner rolls
- Lubricating all moving parts
- Visual inspection of the crank shaft support
- Adjusting the play of the drawer in the cabinet
- Retightening of the bolts fastening the handle

In the event of visible wear and tear, the parts concerned should be replaced

Procedure:

The owner and/or the driver of the vehicle are responsible for having maintenance carried out in good time. BEKS is NOT responsible for this.

The owner and/or driver of the vehicle shall make an appointment at BEKS or a BEKS authorised service partner on his own initiative. The deadline for making the appointment must fall within the current guarantee period. The maintenance itself shall be performed at the latest one month after the expiry of the current warranty period.

The respective BEKS service partner shall order the service package 1 from BEKS, stating the production number on the type plate. Without this package, the warranty cannot be extended.

Provisions for extending the guarantee from 4 to 6 years

Extension conditions:

In order to be able to continue to guarantee problem-free operation, BEKS prescribes a service after 48 months, of the type Service 2. The correct and timely performance of this service will extend the warranty by 24 months. The date of manufacture on the type plate is decisive.

The maintenance must be demonstrably carried out by BEKS or a BEKS service partner authorised by BEKS. An official invoice of the BEKS service partner is the only valid proof of maintenance. During maintenance, only original BEKS parts and lubricants may be used. A prolongation is only possible if the maintenance was carried out completely and in accordance with BEKS regulations. Deviations from this will result in immediate termination of the warranty.

Contents Service, type 2:

- Removal of all individual drawers
- Checking all fastening points of the cabinet
- Cleaning the running rail in the cabinet
- Replacing the running wheels, at the front side of the cabinet
- Cleaning the bottom of the drawer, specifically the part on which the runner rolls
- Replace the swinging axle at the back of the drawer
- Replace the running wheels with O-ring at the back of the drawer
- Lubrication of all moving parts
- Visual inspection of the swing axle support
- Adjusting the play of the drawer in the cabinet
- Retighten the bolts holding the handle in place

In the event of visible wear and tear, the parts concerned must be replaced

Procedure:

The owner and/or the driver of the vehicle are responsible for having maintenance carried out in good time. BEKS is NOT responsible for this.

The owner and/or driver of the vehicle shall make an appointment at BEKS or a BEKS authorised service partner on his own initiative. The deadline for making the appointment must fall within the current guarantee period. The maintenance itself shall be performed at the latest one month after the expiry of the current warranty period.

The respective BEKS service partner shall order the service package 2 from BEKS, stating the production number on the type plate. Without this package, the warranty cannot be extended.

Provisions for extending the guarantee from 6 to 8 years

Extension conditions:

In order to continue to guarantee trouble-free operation, BEKS prescribes a service after 72 months, of the type Service 1. The correct and timely performance of this service will extend the warranty by 24 months. The date of manufacture on the type plate is decisive.

The maintenance must be demonstrably carried out by BEKS or a BEKS service partner authorised by BEKS. An official invoice of the BEKS service partner is the only valid proof of maintenance. During maintenance, only original BEKS parts and lubricants may be used. A prolongation is only possible if the maintenance was carried out completely and in accordance with BEKS regulations. Deviations from this will result in immediate termination of the warranty.

Contents Service, type 1:

- Removal of all individual drawers
- Checking all fastening points of the cabinet
- Cleaning the running rail in the cabinet
- Visual inspection of the swing axle and the running wheels at the back of the drawer
- Cleaning the underside of the drawer, specifically the part on which the runner rolls
- Lubricating all moving parts
- Visual inspection of the crank shaft support
- Adjusting the play of the drawer in the cabinet
- Retightening of the bolts fastening the handle

In the event of visible wear and tear, the parts concerned should be replaced

Procedure:

The owner and/or the driver of the vehicle are responsible for having maintenance carried out in good time. BEKS is NOT responsible for this.

The owner and/or driver of the vehicle shall make an appointment at BEKS or a BEKS authorised service partner on his own initiative. The deadline for making the appointment must fall within the current guarantee period. The maintenance itself shall be performed at the latest one month after the expiry of the current warranty period.

The respective BEKS service partner shall order the service package 1 from BEKS, stating the production number on the type plate. Without this package, the warranty cannot be extended.

Provisions for extending the guarantee from 8 to 10 years

Extension conditions:

In order to be able to continue to guarantee problem-free operation, BEKS prescribes a service after 96 months, of the type Service 2. The correct and timely performance of this service will extend the warranty by 24 months. The date of manufacture on the type plate is decisive.

The maintenance must be demonstrably carried out by BEKS or a BEKS service partner authorised by BEKS. An official invoice of the BEKS service partner is the only valid proof of maintenance. During maintenance, only original BEKS parts and lubricants may be used. A prolongation is only possible if the maintenance was carried out completely and in accordance with BEKS regulations. Deviations from this will result in immediate termination of the warranty.

Contents Service, type 2:

- Removal of all individual drawers
- Checking all fastening points of the cabinet
- Cleaning the running rail in the cabinet
- Replacing the running wheels, at the front side of the cabinet
- Cleaning the bottom of the drawer, specifically the part on which the runner rolls
- Replace the swinging axle at the back of the drawer
- Replace the running wheels with O-ring at the back of the drawer
- Lubrication of all moving parts
- Visual inspection of the swing axle support
- Adjusting the play of the drawer in the cabinet
- Retighten the bolts holding the handle in place

In the event of visible wear and tear, the parts concerned must be replaced

Procedure:

The owner and/or the driver of the vehicle are responsible for having maintenance carried out in good time. BEKS is NOT responsible for this.

The owner and/or driver of the vehicle shall make an appointment at BEKS or a BEKS authorised service partner on his own initiative. The deadline for making the appointment must fall within the current guarantee period. The maintenance itself shall be performed at the latest one month after the expiry of the current warranty period.

The respective BEKS service partner shall order the service package 2 from BEKS, stating the production number on the type plate. Without this package, the warranty cannot be extended.

The General Delivery Terms

The General Terms of Delivery of BEKS Systemen B.V. apply in full to the activities and provisions as described above.