

GENERAL CONDITIONS

Warranty Terms

Conveyor Shop OÜ

Effective: August 2026

1 Scope of warranty

1. This warranty applies to Equipment supplied under the delivery scope, including parts and subassemblies provided by Conveyor Shop OÜ ("Equipment"). The warranty applies regardless of whether installation/commissioning is performed by Conveyor Shop OÜ or by others, as specified in the order/project documentation.
2. These Warranty Terms supplement the General Terms and Conditions of Sale of Conveyor Shop OÜ. The limitation of liability, governing law and jurisdiction set out in the Terms of Sale apply to warranty claims.

2 Warranty period

1. Unless otherwise agreed in writing, the warranty period is twelve (12) months from delivery (Ex Works, as confirmed by the delivery note) or, where a signed acceptance protocol has been agreed, from the date of that protocol.
2. If the Equipment is not installed immediately after delivery, the start of the warranty period may be postponed by up to three (3) months, provided such postponement is confirmed in writing.
3. Warranty repairs or part replacements do not extend the original warranty period.

3 Warranty coverage (defects)

1. The warranty covers defects that are demonstrably caused by:
 - faulty materials, or
 - manufacturing/assembly workmanship of the supplied Equipment, or
 - (where applicable) installation work performed by Conveyor Shop OÜ.
2. At its discretion, Conveyor Shop OÜ will remedy a valid warranty claim by repair, replacement of the defective part, or other appropriate corrective action.

4 Functional guarantee (project conformity)

1. The Equipment is designed and manufactured in accordance with the customer-approved project documentation (e.g., drawings/specifications, agreed capacity/speed, dimensions, materials, and the defined scope of supply).
2. Conveyor Shop OÜ warrants that the Equipment, as supplied, conforms to the approved documentation and is free from defects in materials and workmanship.

3. Where installation/commissioning is performed by Conveyor Shop OÜ, Conveyor Shop OÜ warrants that such work is carried out in accordance with the approved documentation and good engineering practice.
4. Where installation/commissioning is performed by others, Conveyor Shop OÜ's responsibility is limited to the Equipment as supplied. Performance and safe operation depend on proper installation, alignment, electrical connections, protection settings, control/automation integration, and site conditions, all of which are the installer/integrator's responsibility.
5. This functional guarantee does not apply where performance is affected by incorrect or incomplete input data provided by the customer, changes to the agreed conditions, misuse, modifications, improper maintenance/cleaning, or incorrect installation/parameterization by others.

5 Installation and integration boundary

Unless explicitly agreed otherwise in writing, the following are the responsibilities of the customer and/or installer/integrator:

- Electrical installation, wiring, and connection of motors, sensors, and safety devices
- Control logic, interlocking, and automation integration
- Parameterization of frequency converters (VFD), motor protection settings, and safety circuits
- Verification of safety functions (including emergency stop circuit performance) as part of the complete line
- Site-specific risk assessment, guarding, and safe access/clearances required by the installation environment

6 Exclusions (what the warranty does not cover)

The warranty does not cover:

- Normal wear and consumables, including but not limited to belts, chains, rollers, bearings, wear strips, guides, seals, and rubberized drive coatings
- Damage caused by insufficient or incorrect maintenance, adjustment, lubrication, or cleaning
- Damage caused by foreign objects, product build-up, or operation with accumulated residues/contamination
- Corrosion, staining, or material degradation caused by unsuitable cleaning agents, concentrations, temperatures, exposure times, or insufficient rinsing; chemical residues left on surfaces
- Damage caused by incorrect installation, misalignment, inadequate supports, or poor workmanship by parties other than Conveyor Shop OÜ
- Electrical faults or damage resulting from incorrect wiring, protection, grounding/earthing, incorrect VFD parameterization, incorrect motor protection settings, or operation outside specified electrical limits
- Modifications, rebuilding, or use of non-original/incorrect spare parts without written approval from Conveyor Shop OÜ

- Defects or damage caused by external factors beyond Conveyor Shop OÜ's control (e.g., impacts, misuse, abnormal operating conditions, power supply issues, water ingress due to improper washdown, aggressive environment, accidents)
- Minor cosmetic defects that do not affect safe operation or intended function (e.g., superficial scratches)
- Indirect or consequential losses, including production downtime, loss of profit/income, or damage to third-party equipment/products

Wear parts and consumables are covered where their failure or excessive wear is demonstrably caused by a manufacturing, design or assembly defect of the part in question.

7 Drivetrain/motor protection requirement

1. If the Equipment is supplied with a motor/drive unit intended to be connected on site, correct electrical protection is mandatory. The motor must be protected by an appropriate overload/motor protection function that trips in the event of overload and prevents overheating.
2. The warranty does not cover failures caused by missing/incorrect motor protection, incorrect VFD parameterization, or operation outside the motor/drive manufacturer's specified limits.

8 Warranty claim procedure

To make a warranty claim:

- Notify Conveyor Shop OÜ at sales@conveyorshop.com as soon as you discover a defect.
- Stop using the Equipment if continued operation may cause additional damage. Damage caused by continued use after a defect is discovered is not covered.
- Provide the order/project reference, serial number, description of the defect, operating conditions, and photos/videos where possible.
- Provide access to the Equipment for inspection, or return the defective part if requested.

9 Warranty work and costs

For valid warranty claims, Conveyor Shop OÜ supplies replacement parts free of charge, including shipping to the Customer's location. Unless otherwise agreed in writing:

- Labour for replacing parts on site is not included.
- Costs related to travel, on-site access arrangements, lifting equipment, and production stoppage are not included.
- If inspection shows the issue is not covered by warranty, Conveyor Shop OÜ may invoice inspection, travel, labour, and parts according to standard rates.

10 Spare parts availability

1. Wear components used in the Equipment (belts, chains, bearings, sprockets and similar) are standard catalogue items from established European manufacturers. Replacement parts remain available through multiple suppliers, independent of Conveyor Shop OÜ.
 2. Each delivery includes a recommended spare parts list with OEM ordering codes.
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11 Contact

Conveyor Shop OÜ
Registry code: 16872920
Riia tn 20a-7
Tartu 51010
sales@conveyorshop.com

Contact details are also provided in the project documentation and/or on the machine label.