

International Guarantee

Worldwide
Sales
& Services



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1968–2018

Inspired by temperature

The international guarantee from Huber offers worldwide guarantee coverage for distributors, OEM partners etc.

www.huber-online.com

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FAQ's

The Huber International Guarantee (HIG) is an option to extend the guarantee conditions for distributors, OEM partners etc.

Who could be interested in the Huber International Guarantee (HIG)?

The HIG offers an attractive solution to OEM customers and distributors wanting to provide warranty service on Huber units which have been exported overseas.

What does the HIG cover cost?

10 % of the current listprice of the unit.

What is the period of the HIG cover?

One year from date of shipment from Huber Offenburg.

How is the HIG cover obtained?

It should be ordered with the unit, or at the latest prior to shipment.

Can the HIG also be completed later and in what time frame?

Yes, the guarantee can also be purchased up to 4 weeks after delivery.

What is covered by the HIG?

The HIG covers all costs including; transport, material and labour for guarantee cases.

Huber can decide how the repair will be carried out, either on-site or shipped to a service centre chosen by Huber.

What is not covered by the HIG?

On site repairs are not covered. If Huber chooses to make an on site repair, rather than shipping the unit to a repair centre, Huber would bear the cost. If Huber decides to ship a unit for repair, but is instructed to make an on-site repair, the difference cost will be chargeable.



Is the HIG extended by registering for 3-2-2?

No, an extension of the international guarantee by 3-2-2 registration is not possible.

Who do I contact when a unit with the HIG cover has a problem?

All claims for HIG repairs must be coordinated with:

Huber Customer Support

Telephone: +49 781 9603 244

E-Mail: support@huber-online.com

Your Advantages:

- ➔ Comprehensive care free package
- ➔ Professional repair work
- ➔ Fast execution of guarantee repairs
- ➔ Predictable guarantee costs
- ➔ Minimising downtime
- ➔ Simple handling of guarantee cases
- ➔ No further costs for repairs during guarantee