

Betreff: Re: detailed warranty information
Von: Benny <private@hidden>
Datum: 02.01.2024, 05:44
An: "EU-Support (INNO3D)" <eu-support@inno3d.com>

Hi,

Thank you for your response.

The dealer only gives a guarantee if he explicitly states this. All agreements between the manufacturer and dealer are irrelevant for the customer. However, as long as Inno3D does not officially publish a guarantee promise, Inno3D do not provide a guarantee. Nevertheless, please be aware that Inno3D can be legally prosecuted if individual promises are made or a guarantee is advertised in any form. In this case, the warranty information is considered incomplete and violates European law 1999/44/EC as well as German law (§ 443, § 479 BGB).

Your earlier response is therefore interpreted as an obligation to assume a guarantee, which also obliges Inno3D to comply with the legal provisions. I therefore ask you to pass on this problem so that Inno3D can provide correct warranty information on the homepage, as other manufacturers do.

kind regards,
Benjamin

Am 31.12.2023 um 15:34 schrieb EU-Support (INNO3D):

Hi,

In Germany the store you buy it from gives you 2 years warranty, and we give 1 more year warranty on top of that,

With best regards,
Max
INNO3D Europe

Mail : eu-support@INNO3D.com
WWW : www.INNO3D.com



From: Benny <private@hidden>
Sent: Thursday, December 28, 2023 8:04 PM
To: EU-Support (INNO3D) <eu-support@inno3d.com>
Subject: detailed warranty information

Dear employee of Inno3D,

I looked for warranty information about the products on the website but unfortunately found nothing. Please give me all (legally binding) warranty information for graphics cards that you provide to end customers in germany.

With kind regards
Benjamin