

WARRANTY TERMS for JOHANN VON GOISERN glasses

1) Products

- a. The guarantee declaration only covers glasses of the "Johann von Goisern" brand (including JvG Art, JvG Classics, JvG Kids and JvG Sun).
- b. POMBERGER Goisern GmbH (in short „guarantor“) assures that the aforementioned products comply with the current, generally recognised quality standard.

2) Warranty period

- a. The warranty period is 3 years. It begins with the sale to the end customer (private customer), but no later than 1 year after delivery to the optician/distributor (according to the invoice date).

3) Scope of liability

- a. The guarantor is liable to the warrantee (specialist optician/distributor) in the event of a defect in the spectacle frame caused by the production or material processing process.
- b. The guarantor is not liable for:
 - i. Damage due to normal wear and tear
 - ii. wilful or negligent damage
 - iii. Damage due to force majeure
 - iv. Colour changes in the material
 - v. Surface changes
 - vi. improper handling of the spectacle frame
 - vii. Damage caused by postal and delivery services
 - viii. Damage due to non-observance of glazing regulations*
 - ix. any action on the material to change the shape

4) *Glazing regulations

- a. Assembly exclusively by a specialist optician
- b. Do not expose to excessive heat
- c. Do not expose to excessive tension
- d. Do not choose a glass diameter that is too large

5) Legal notice

- a. Austrian law applies to the guarantee provisions.
- b. Any disputes arising from this warranty provision shall be subject to the jurisdiction of the court assigned to Bad Goisern am Hallstättersee.

