

Godex Europe Warranty Principles & Complaint Procedure

I. Warranty principles, claim acknowledgement and valid warranty periods.

Our warranty is based on the “parts only” and “bring in” principles. This means that in case a warranty claim has been acknowledged, Godex will supply free of charge spare parts to enable the repair by an authorized local reseller. The sender bears the shipping cost of any item returned to Godex whilst Godex will pay the shipping cost for warranty parts sent to the partner.

Godex Europe GmbH reserves the right to acknowledge or decline any warranty claim unilaterally. The acknowledgement of a claim is usually only possible after physical inspection in our German office. Only in exceptional cases information exchanged by mail (e.g. serial numbers, pictures, problem descriptions) may be sufficient to acknowledge a claim.

You will always find the valid warranty periods for our products on our latest price lists.

The most relevant current warranty periods are:

Printers and external rewinders: 3 years for all printers and AG/CS Solutions from the date of invoice, except print heads and accessories. 5 years for all industrial printer models sold after November 2019.

Print heads: 6 months from the date of invoice, with a maximum mileage of 50 Km.

II. Procedure

1/ please send your claim by email to our technical support department (technikge@godexintl.com). Please always include a clear problem description, a part description, the printer S/N, and if applicable also the part S/N. If possible photos/videos of the problem. Our technicians will analyse the issue and will report to you by email or by phone.

2/ in case the problem cannot be resolved by an initial information exchange alone you will receive a so-called case number. Please use this number in all further communication with Godex about your claim. In case you will send any item back to Godex, this case number is also your RMA number!

3/ when a part under complaint is likely to be broken you will send it to our support department, together with a completed Godex RMA Item List. Alternatively you can collect a few more items for periodical RMA shipments if you like, but make sure you submit your claim in time. We appreciate it if you send a softcopy of the RMA Item List to support department by email.

4/ after inspection of the parts by our support department, your claim will either be acknowledged or declined. In case of an acknowledgement you will either receive f.o.c. spare parts or a credit note, depending on the choice you indicate on the RMA item list. In case you do not indicate any choice you will automatically receive f.o.c. spare parts. A credit note will always be based on your then valid purchase price(s).

Suggestion: in case you cannot await the outcome of the warranty procedure and you do not have the necessary spare part(s) on stock, please order them the normal way first.