CHECKLISTE REKLAMATION
So kommen Sie zu Ihrem Recht!
Checklist: Complaint
How to complain correctly

Warranty Period
A complaint has to be lodged within two years from the date when you were handed over the item. Tip: Keep the bill or the bank statement!

Contact: The Salesperson
Do not let yourself be referred to the manufacturer all too quickly. The salesperson is your contact for questions of complaint.

Burden of Proof
Within the first six months after receiving the goods the legal thinking is that the fault was already there during the purchase. After this period of time you have to prove that the fault was there from the beginning.

Set a Time Limit
Ask the salesperson to repair the goods within a time limit of between one and two weeks, or to deliver new goods. You have the choice between repair and replacement!

Memo When Complaining Orally
Write a memo when you complain orally: Name of contact, date, content of complaint.

Best in Writing
It is best to complain in writing by post/registered post, and keep a copy!

Content of a Letter of Complaint
The letter should contain: Date, a reference to when the goods were bought, a description of the fault as concretely as possible. Set a reasonable time limit and request that the goods are to be repaired or rather that new goods without faults are to be delivered.

More Rights
Does the salesperson not react within the time limit, or do attempts at repairing the goods fail, you can withdraw from the sales contract or ask for a reduction of the sales price.

Guarantee
A guarantee is a voluntary fringe benefit mostly by the manufacturer. The guarantee is an addition to the legal liability for defects. If the guarantee in your case of complaint is more beneficial to you is consequential to the conditions of the guarantee.