

# International Guarantee

Worldwide  
Sales  
& Services



50  
1968–2018

## Inspired by temperature

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

[www.huber-online.com](http://www.huber-online.com)

**huber**

# 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.

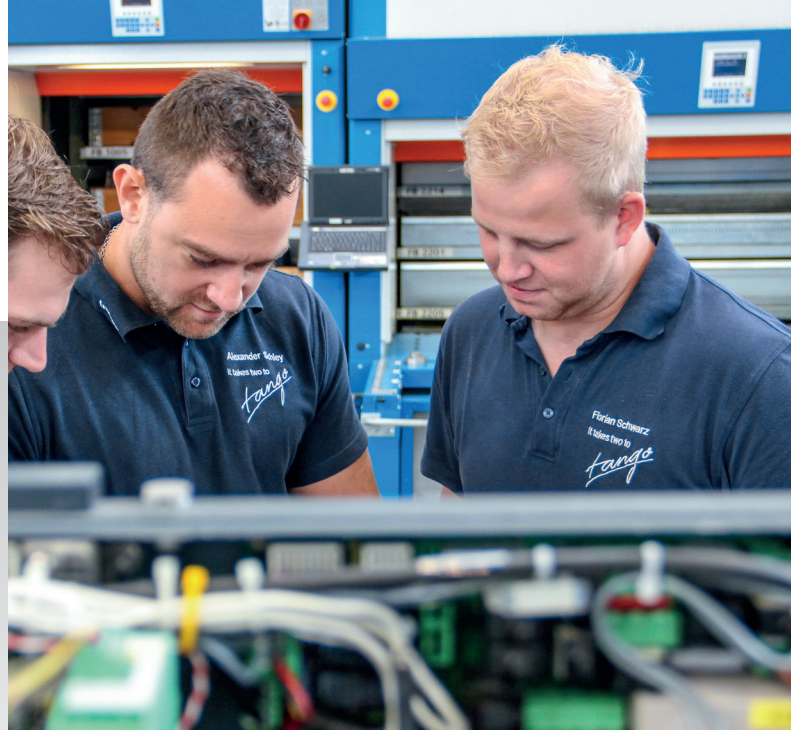
***What is covered by the HIG?***

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](mailto: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