

Checklist

Claiming warranty

✓		Core rules:
<input type="checkbox"/>	Keep receipts	Keep all receipts (invoices and other documents about your purchase) in a place where you can easily find them. Tip: Use a ring binder or a suitable digital filing system.
<input type="checkbox"/>	Check warranty periods	If a defect occurs, check whether it was within the warranty period. The warranty period starts with the handover date. <i>In Austria, the warranty period is two years for movable objects and three years for immovable objects. For used objects (e.g. used cars) the warranty period can be shortened. For business between two consumers, warranty can be entirely excluded.</i>
<input type="checkbox"/>	Identify and document defects	Identify what kind of defect there is and provide good documentation. Take photos or videos of the defect.
<input type="checkbox"/>	Contact the company	Inform – in writing – the company that sold the product about the defect. Describe the defect. Send either a letter via registered mail or an e-mail using the “read receipt” function.
<input type="checkbox"/>	Set a deadline	Set an appropriate deadline until which you want the seller to provide repair or replacement. The deadline should be at least 14 days.
<input type="checkbox"/>	Request confirmation	Ask the company to confirm in writing your claim as well as the solution you agreed on.
<input type="checkbox"/>	Keep all relevant documentation	Keep any written communication with the company.
<input type="checkbox"/>	Get legal advice	If you encounter problems when claiming warranty, get professional legal advice to protect your rights. The Chamber of Labour or the legal advice department of your local authority can provide support.