



SCHAGERL®

PFLEGEHINWEISE, GARANTIEBESTIMMUNGEN & AGB
(INSTRUCTIONS FOR CARE, GUARANTEE, TERMS AND CONDITIONS)

Auf unserem Schagerl Video Channel
www.youtube.com/SchagerlClub



finden Sie unter der Playlist

Instrumentenpflege (Care Instructions for Instruments)

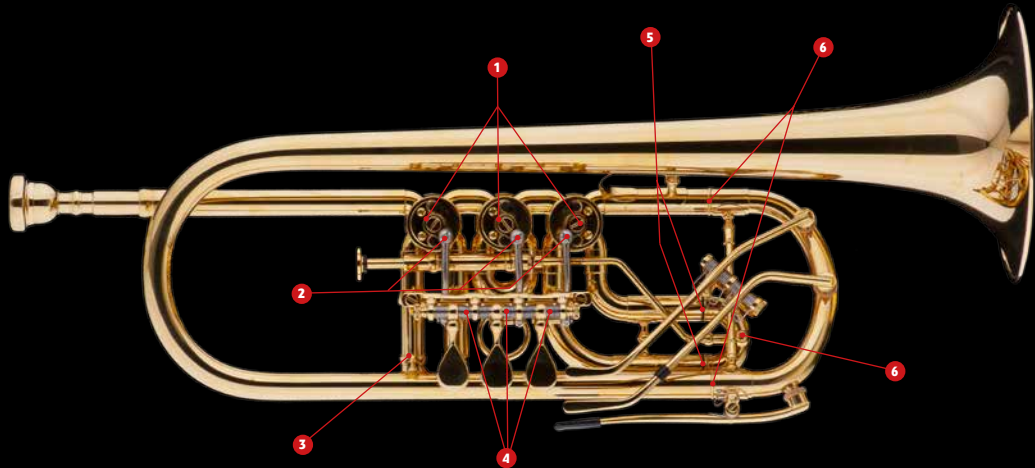
Pflegeanleitungen als Video in Full HD!



**REGISTER NOW AND EXTEND YOUR WARRANTY PERIOD
OF YOUR INSTRUMENT FROM 24 TO 36 MONTH!**

www.schagerl.com/instrumentenregistrierung

For all instruments acquired on or after 1 January 2016, the warranty period is extended to 36 months if and provided that the buyer registers these instruments within 8 weeks after the date of purchase.
Registration can only be done online at www.schagerl.com/instrumentenregistrierung.



Care Notes for *Rotary Valve Instruments*

due to the extremely precise construction the rotary valve system, these procedures should be followed with care.

Care Products:

for the valves ▶ Hetman Light Rotor 11* (or Schagerl Valve Oil)

for the linkages ▶ Hetman Ball Joint 15* (or Ultra Pure Linkage Oil)

for the triggers ▶ Hetman Slide Oil 5*

for the slides ▶ Hetman Slide Grease 8* (or Ultra Pure Regular)

for the ball joint ▶ Hetman Slide Grease 8* (or Ultra Pure Regular)

for the lacquer, silver and gold ▶ Glass cleaner and a soft cloth



We recommend a yearly instrument service at Schagerl Music GmbH or one of our representatives.



Application:

after every use: 1 drop Hetman Light Rotor in each upper valve post, 1 drop in lower valve post (unscrew bottom valve cap) ❶, Slide Grease 8* on each slide. ❸

every 2 - 3 weeks: 1 drop Hetman Ball Joint on the mini-ball linkages ❷, oil the cross braces ❹ 3rd slide with Hetman Slide Oil 5* ❺, Lubricate the other slides and linkages with Hetman Slide Grease 8* ❻

once a month: remove the main tuning slide and run water backwards through the valves towards the leadpipe while not moving the valves. Dry it well afterwards and re-oil and re-grease.

once a year: we recommend to bring the instrument to a professional trumpet workshop for a valve cleaning service.

Care Notes for *Piston Valve Instruments*

Due to the extremely precise construction the piston valve system, these procedures should be followed with care

Care Products:

for the valves ▶ Ultra Pure Professional Valve Oil (or Schagerl Valve Oil)

for the main tuning slide ▶ Ultra Pure Regular

for the slides ▶ Hetman Slide Oil 5*

for the lacquer, silver and gold ▶ Glass cleaner and a soft cloth



We recommend a yearly instrument service at Schagerl Music Gmbh or one of our representatives.

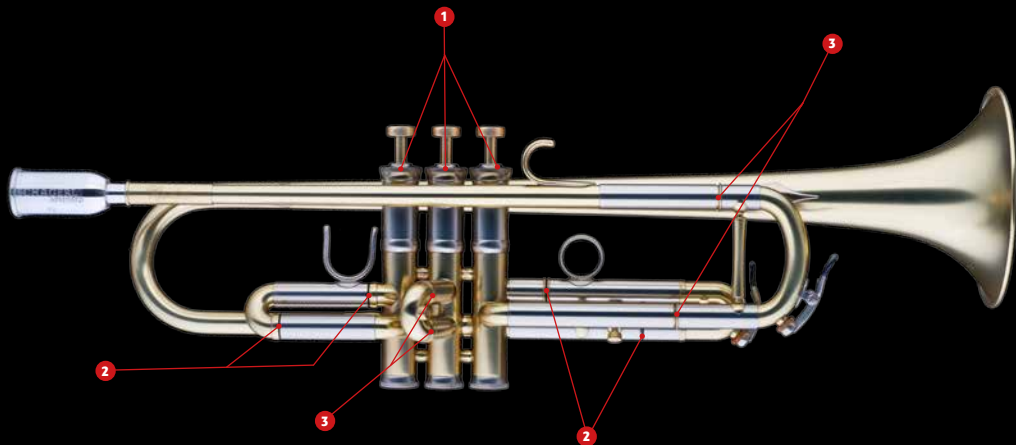


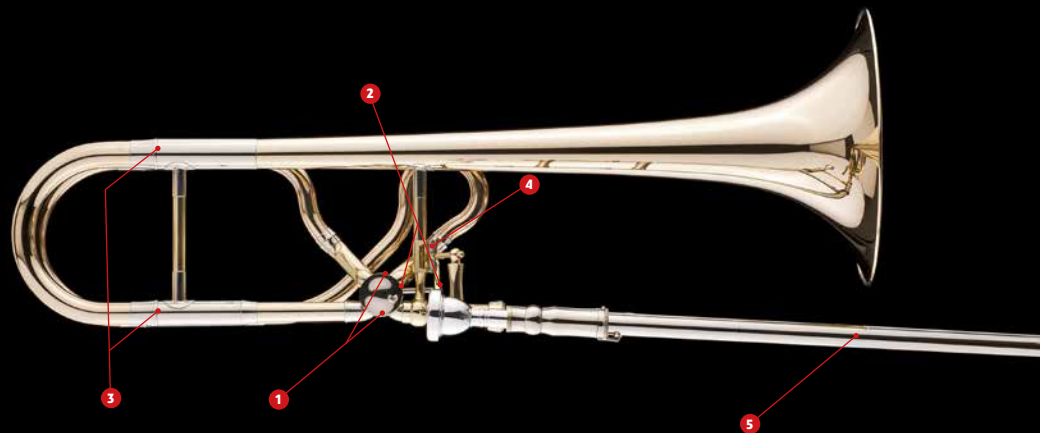
Application:

after each use: clean the leadpipe with a cleaning snake, or cloth swab. 1 drop Ultra Pure in the valves **1** (unscrew the top valve cap and pull the valve out slightly), 1 drop Hetman Slide Oil #5 in the slides. **2**

every 2 - 3 weeks: grease all slides with Ultra Pure Regular. **3**

once a year: we recommend to bring the instrument to a professional trumpet workshop for a valve cleaning service.





Care Notes for Trombones

Due to the extremely precise construction the system, these procedures should be followed with care

Care Products:

for the valves ▶ Hetman Light Rotor 11* (or Schagerl Valve Oil)

for the linkage ▶ Hetman Ball Joint 15* (or Ultra Pure Linkage Oil)

for the tuning slides ▶ Hetman Slide Grease 8* (or Ultra Pure Regular)

for the slide ▶ Slide-O-Mix Rapid Comfort + La Tromba Wasserspray

for the lacquer, silver and gold ▶ Glass cleaner and a soft cloth



We recommend a yearly instrument service at Schagerl Music Gmbh or one of our representatives.



Application:

before each use: Slide-O-Mix Rapid Comfort on the slide, afterwards Wasserspray on the Slide **5**

after each use: 1 drop Hetman Light Rotor in each upper valve post, 1 drop in lower valve post (unscrew bottom valve cap) **1**, 1 drop. Slide Grease 8* on each slide **3**

every 2 - 3 weeks: 1 drop Hetman Ball Joint on the mini-bal linkages **2** and cross braces, as well as on the axis (between the springs) **4**

once a year: we recommend to bring the instrument to a professional trumpet workshop for a valve cleaning service.



Care of Brass Instrument Finished Surfaces

To maintain the shine and quality of the finish we recommend the following procedures:

LACQUER

after each use, wipe the lacquer with a dry cloth, especially the places where the instrument is held. Once a month apply a lacquer care product (ex. La Tromba Lacquer Polish). In order to slow corrosion and wear and tear, proper lacquer care is especially important in areas with high humidity.

SILVER PLATING

for the care and cleaning of silverplating, we recommend the use of a general glass cleaning product (diluted) and a microfiber glass cleaning cloth. After heavy use clean occasionally with silver polish.

GOLD PLATING

for the care cleaning of goldplating we recommend the use of a general glass cleaning product (diluted) and a microfiber glass cleaning cloth. After heavy use clean occasionally with gold polish.



Warranty-Certificate

1. The warranty applies for a period of 2 years from the date of the invoice for your instrument.

2. The warranty covers defects to the soldering points, spherical ball bearings, conical blain bearings, water-key-springs and other defects that are evidently attributable to a material fault and/or production error.

3. The warranty claim does not cover wearing parts and consumable materials (such as cork, vertical clearance of plain bearing of rotary valve instruments, horseshoe rubber, pressure mechanism springs, O-rings, felts for perinet instruments, vertical clearance for valves, etc.).

4. In any case, the warranty claim is void and ceases to apply under the following circumstances:

- in the event of failure to comply with the service intervals referred to in clause 5
- in the event any one of the services is

not performed by a person referred to in clause 5

- in case of non-compliance with care instructions, if defects are attributable to non-compliance
- in case of damages to the paint work
- in case of damages to the product caused by the customer or a third party
- in case of damages or defects which result from normal wear and tear
- in case of damages or defects caused by external influences (such as dropping, application of force, etc.)
- in case of defects or damages caused by oxidation
- in case of defects or damages caused by contamination
- in case of calcification or damages caused by calcification
- in case of defects or damages caused by improper handling or storage
- in case of bacterial contamination SIGO, SI and paint (e.g. caused by storage in an

environment being too humid)

- in case the instruments are not used in conformity with its intended use
- in case of defects or damages caused by force majeure or natural disasters including, but not limited to floods, fire, frost damages
- in case of defects or damages caused by (adverse) effects of water or if the instrument has come into contact with unsuitable substances
- in case of defects or damages caused by improper use or misuse, negligence, accidents, unintended use, improper preservation and maintenance or modifications to the instrument
- in case of defects or damages caused by perspiration, corrosive/acid environments or any other external factor such as extreme temperature or humidity

5. To preserve the warranty claim, a service including interior cleaning must have been carried out at SCHAGERL Music GmbH or an

Warranty-Certificate

authorized dealer of SCHAGERL Music GmbH at regular intervals, but at least at 12-month intervals. A directory of the dealers authorized to carry out the service can be found on the homepage of SCHAGERL Music GmbH.

6. The warranty obligation of SCHAGERL Music GmbH only applies subject to the provision that any repair is carried out solely by SCHAGERL Music GmbH. The warranty does not cover repairs by any other company. SCHAGERL Music GmbH will not reimburse for costs of such repairs, even if a defect would have been covered by the warranty per se. The same applies in case of a replacement of an instrument.

7. In case the warranty cannot be proven (by presenting the original invoice) any warranty claim will lapse.

8. A warranty obligation does not apply in case of minor deviations from the target characteristics that are irrelevant for the value of

the instrument and its usability. Therefore, in all cases, only defects pursuant to point 2 that are significant to the value and/or the usability may be covered by the warranty.

9. Work or services under the warranty do not lead to an extension of the warranty period, nor do they initiate a new warranty period. The warranty period for installed replacement parts ends at the same time as the warranty period for the entire instrument.

10. The provided maintenance instructions constitute an integral part of the terms and conditions of the warranty. It is hereby explicitly stipulated that non-compliance with the information provided in the maintenance instructions results in a lapse of warranty claims if defects are attributable to non-compliance. The customer must adhere to the information attached to the instrument regarding proper maintenance of the instrument. Signs of wear and tear to instruments may only be covered

by the warranty if they have occurred despite proper/appropriate maintenance and/or due to evidently defective finishing and have reached an unusually high level. If dark marks or spots appear on the edge of the bell section, no warranty will apply as such marks or spots do not constitute paint damages. SCHAGERL Music GmbH would be pleased to answer any questions on instrument maintenance.

11. This warranty is applicable only to end customer/consumer. In any case the guarantor is

SCHAGERL Music GmbH
Hörsdorf 7
A-3240 Mank
Phone: +43 27552302
Fax: +43 2755 2302 5
E-mail musicstore@schagerl.com

12. Subject to the condition of a normal use of the instrument, the instrument will be re-

paired or replaced at the sole discretion of SCHAGERL Music GmbH if a defect defined in clause 2 of these terms and conditions occurs within the normal warranty period.

13. The customer cannot claim any warranty for instruments whose serial number has become unrecognizable.

14. If the instrument is eligible for the warranty, a completed warranty certificate is attached to the customer's instrument when the instrument is shipped to the customer. Warranty claims can only be filed with SCHAGERL Music GmbH if the customer provides this warranty certificate and the original invoice.

15. The customer is responsible for the cost of sending the instrument to SCHAGERL Music GmbH. The cost of returning the instrument will be carried by SCHAGERL Music GmbH in a warranty case. If the case does not qualify for guarantee, the costs of SCHAGERL Music

GmbH will be charged to the customer.

16. Warranty claims are to be filed immediately, but at the latest within two months after becoming known or visible; in case of failure to comply with this time limit any warranty claim will lapse. Warranty claims are to be filed in writing, which means e-mail or fax are permissible.

17. For any warranty obligation to apply, the products have to meet the following criteria: they have been used correctly and professionally, and the product maintenance and care have not been neglected.

18. The seller's statutory warranty obligation is not restricted by this warranty.

19. For all instruments acquired on or after 1 January 2016, the warranty period is extended to 36 months if and provided that the buyer registers these instruments within 8

weeks after the date of purchase. Registration can only be done online at www.schagerl.com/instrumentenregistrierung. A registration that qualifies for the extension can be confirmed by the receipt of registration (that must be printed out immediately after completion of registration) and the original receipt of purchase indicating the date of purchase. Registration is only possible if the buyer approves saving of the data provided during registration.

20. The warranty applies worldwide.

Standard-Business Conditions

PLEASE NOTE THAT THESE STANDARD BUSINESS CONDITIONS REPRESENT A WORKING TRANSLATION OF OUR GERMAN STANDARD BUSINESS CONDITIONS – OFFERED FOR YOUR COMFORT. IN CASE OF DEVIATIONS, ONLY THE GERMAN VERSION IS DECISIVE.

§1 General information

1. For business relationships of any kind between SCHAGERL Music GmbH and the customer the following standard business conditions apply in their respective current version. Deviating provisions or business conditions of the customer are not valid, unless this has been agreed on in writing. The delivery of the ordered products constitutes an acknowledgement of our business conditions in any case. Deviations require a written confirmation letter from our side.
2. The depiction of the products in the online shop does not represent a legally binding of-

fer, but only a non-binding presentation of our assortment of goods. By clicking the button for posting the order the customer effects a binding order for the products included in the shopping basket. The order can only be posted if the customer confirms that he accepts the standard business conditions. The contract of purchase is concluded by the delivery of our separate order confirmation or the delivery of the goods, whatever comes first. The text of the contract is saved and the order data and the link to our standard business conditions are sent to the customer by e-mail.

3. SCHAGERL Music GmbH reserves the right not to render services/deliver goods when it becomes known after conclusion of the contract that the product is out of stock despite a corresponding order. In this case, the customer will be informed by e-mail. Consideration already made, if any, will be returned. Any additional claims against SCHAGERL Music GmbH are hereby explicitly excluded.

4. The contractual language is German.

§2 Delivery

1. The delivery is made at the customer's risk. As soon as the goods are handed over to a transport company by SCHAGERL Music GmbH, the risk is transferred to the customer. This also applies to partial deliveries. The delivery is made to the address stated by the customer.

2. If the customer is a consumer according to Austrian law, the passage of risk from the seller to the customer for lost or damaged goods is not effective until the goods were delivered to either the customer himself or a third party specified by the customer. In the event that the customer has entered into a contract of transport (with a carrier) himself, without using one of the delivery options provided to him by the seller, the passage of risk to the customer is already effective as soon as the seller hands over the goods to the carrier.

3. All prices include the statutory VAT, but do not include costs of packaging, insuring and delivering the goods if such arise.

4. The delivery is made on the basis of the costs of delivery that were agreed. In case of delivery to third countries, fees and customs duties may accrue which have to be borne by the customer.

5. The customer or his representatives are obligated to examine the goods immediately after receipt in order to find out whether they have been damaged upon transport. Transport damages that are determinable must be reported in writing immediately. In case of damages in packaging the customer is obligated to have such damages confirmed in writing by the transport company upon receipt of goods.

6. Any information given on delivery terms is non-binding, unless a certain delivery term has explicitly been agreed on in writing.

7. Claims for damages against SCHAGERL Music GmbH due to non-fulfillment or delay are excluded except for cases of deliberate intention or gross negligence.

8. Delivered goods are insured up to a value of EUR 500. In case of a value exceeding EUR 500 an insurance is effected and charged to the customer. The costs of this insurance amount to 0.3% of the value of goods. They are included in the costs of delivery as displayed.

§3 Warranty and compensation for damages

1. No warranty cover is provided for deficiencies or damages that result from negligent or inappropriate maintenance, improper installation, usage of unsuitable equipment or changes in the original parts by the customer itself or a third person not instructed by SCHAGERL Music GmbH.

2. Likewise, no warranty cover is provided for

wear and tear resulting from usage.

3. Commercial customers are obligated to examine the goods immediately and to notify us in writing of any deficiencies immediately, failing which the customers are not entitled to any warranty claims for such deficiencies. If such a customer accepts the receipt of such goods despite being aware of deficiencies, the customer is only entitled to warranty claims if he reserves this right explicitly and in writing after receipt of the goods.

5. The warranty period for new goods is 24 years. It starts with the transfer of risk. The warranty period for used goods is one year. In case of a commercial customer, the warranty period for new goods is one year and the warranty period for used goods six months as of the transfer of risk.

Standard-Business Conditions

§4 Guarantee

1. Instruments to which our guarantee applies we attach a filled-in guarantee certificate to. The content and conditions of the guarantee certificate constitute an integral part of these General Terms and Conditions. The raising of guarantee claims requires the guarantee certificate and the original invoice.

2. Private customers are entitled to make use of the guarantee as well as the mandatory warranty rights towards the SCHAGERL Music GmbH. The guarantee does not limit or affect the legal warranty the customer is entitled to in any way.

§5 Payment conditions

1. Invoices of SCHAGERL Music GmbH have to be paid in full immediately - unless otherwise agreed in writing. In case of credit card payment the debit is effected upon the order of goods. Bank fees have to be borne by the

customer.

2. In case of delay of payment an interest rate of 5% above the up-to-date base lending rate is applied to the invoice amount. In case of verifiable damage for delay exceeding the interest amount, SCHAGERL Music GmbH is entitled to claim this damage.

§6 Information on the right of withdrawal

Private customers are entitled to withdraw from their contracts made over the online shop of SCHAGERL Music GmbH without reason and without penalty within 14 days.

The revocation period is fourteen days with effect from the day,

- on which you or a third party nominated by you, which is not the carrier, had taken possession of the products, provided you had ordered one or more products within

the scope of a standard order and this/these product/products is/are delivered uniformly;

- on which you or a third party nominated by you, which is not the carrier, had taken possession of the last product, provided you had ordered several products within the scope of a standard order and these products are delivered separately;
- on which you or a third party nominated by you, which is not the carrier, had taken possession of the last part delivery or the last unit, provided you had ordered a product, which is delivered in several part deliveries or units;

Should more than one of these options be applicable, the withdrawal period begins on the day either you or a third party designated by you, who is not the carrier, has accepted delivery of the last goods or the last partial consi-

gnement or the last item in your order.

In order to exercise your revocation right, you must inform

SCHAGERL Music GmbH
Hörsdorf 7
3240 Mank
Tel. 02755 2302 bzw. +43 27552302
Fax. 02755 2302 bzw. +43 2755 2302 5
E-Mail: musicstore@schagerl.com

of your decision to revoke this contract by means of a clear declaration (e.g. a letter sent via post, fax or email).

In order to comply with the revocation period, it is sufficient that you send the notification about the exercise of the revocation right before the expiry of the revocation period.

The right of withdrawal does not apply to CDs, DVDs etc or to software when un-sealed by the customer. Furthermore, this right does

not apply to products made to the consumer's specifications or clearly personalized.

Consequences

In case of a lawful withdrawal the benefits already provided have to be returned. If you revoke this contract, we shall repay all the payments, which we received from you, including the delivery costs (with the exception of additional costs, which arise from that fact that you selected a form of delivery other than the most reasonable standard delivery offered by us), immediately and at the latest within fourteen days from the day on which we received the notification about the revocation of this contract from you. We use the same means of payment, which you had originally used during the original transaction, for this repayment unless expressly agreed otherwise with you; you will not be charged any fees owing to this repayment.

We can refuse the repayment until the products are returned to us or until you have furnished evidence that you have sent the products back to us, depending on whichever is earlier.

You must return or transfer the products to

SCHAGERL Music GmbH
Hörsdorf 7
3240 Mank
Tel. 02755 2302 bzw. +43 27552302
Fax. 02755 2302 bzw. +43 2755 2302 5
E-Mail: musicstore@schagerl.com

immediately and, in any case, at the latest within fourteen days with effect from the day on which you inform us of the revocation of this contract. The deadline is maintained if you send the products before the expiry of the fourteen-day deadline.

SCHAGERL Music GmbH is entitled to retain an adequate amount for the usage or to de-

Standard-Business Conditions

duct the actual loss of value if any. However, SCHAGERL Music GmbH is not entitled to charge for a loss of value which arises from a conventional usage. Compensation for lost value may only be charged when and insofar the customer has used the goods in a way that goes beyond the testing of features and functionality. "Testing of features and functionality" means a testing and trial like it is possible and adequate in a retail store.

The customer bears the direct costs for returning the products.

End of the information about rights of revocation.

§7 Reservation of proprietary rights

1. The goods remain property of SCHAGERL Music GmbH until all claims, including incidental claims, existing against the customer have been fully paid by the customer. In case of contracts with private customers the goods

remain property of SCHAGERL Music GmbH until the purchasing price has fully been paid.

2. The customer is not entitled to sell the goods to third persons before he fully paid the purchasing price or take other actions that endanger the property of SCHAGERL Music GmbH. The customer assigns all claims against the purchaser in the amount of the purchase price agreed between the customer and SCHAGERL Music GmbH plus accrued interest and incidental claims to SCHAGERL Music GmbH ab. SCHAGERL Music GmbH accepts this assignment.

§8 Applicable law, place of fulfilment and place of jurisdiction

1. To the contractual relationship, the law of Austria applies to the exclusion of the UN Convention on Contracts for the International Sale of Goods.

2. Place of fulfilment for all benefits resulting from the business relationship with SCHAGERL

Music GmbH is 3240 Mank.

3. Exclusive place of jurisdiction for all claims against SCHAGERL Music GmbH is 3100 St. Pölten. This also applies to suits brought by SCHAGERL Music GmbH against customers provided the customer is a company, a body corporate organised under public law or a funds under public law.

§9 Disclaimer

1. Offers in our online shop

All offers in our online shop are non-binding and without obligation. SCHAGERL Music GmbH is entitled to change its online assortment at any time and without prior notice. Errors in prices are excepted.

SCHAGERL Music GmbH is not liable for the up-to-dateness, correctness or completeness of information put online. Damage claims are excluded in this connection.

2. References and links

Links that lead to information outside of the homepage of SCHAGERL Music GmbH are not in the responsibility of SCHAGERL Music GmbH. SCHAGERL Music GmbH is thus not liable for such content if and when it has not known of any illegal actions or information or could not notice this circumstance and deletes the link in due time as soon as the illegality becomes known. At the time of setting the links no illegal contents could be noticed by SCHAGERL Music GmbH.

Operators of home pages that do not accept links by SCHAGERL Music GmbH are asked to notify us thereof.

3. Intellectual property rights

SCHAGERL Music GmbH seeks to pay attention to all intellectual property rights relating to graphics, audio clips, video sequences and texts and to use graphics, audio clips, video sequences and texts generated by itself or to

resort to public domain graphics, audio clips, video sequences and texts. All brand and trade marks displayed in our online shop and protected for third parties if any are subject to the intellectual property rights of their respective owners. Only because of nomination it must not be concluded that such trade marks are not protected for third parties.

The copyright for publicized documents generated by SCHAGERL Music GmbH stays with SCHAGERL Music GmbH. Duplication or usage of graphics, audio clips, video sequences and texts in other electronic or printed publications is not admissible without explicit consent of SCHAGERL Music GmbH.

SCHAGERL Music GmbH does not accept the usage of photographs available on the home page.

4. Protection of data

The entering of data is voluntary. Data is only

used for purposes of SCHAGERL Music GmbH.

The usage of contact data of SCHAGERL Music GmbH like geographical addresses, telephone and fax numbers or e-mail addresses by third parties is not admissible unless information has explicitly been asked for. In case of violation SCHAGERL Music GmbH reserves the right to take legal steps against the addresser of spam mail.

5. Effectiveness of this disclaimer

This disclaimer is part of our internet services from which we refer to these standard business conditions.

§10 Protection of data

SCHAGERL Music GmbH is entitled to store, use, collect and process the customers' personal data (specifically: name, address, telephone number, e-mail address) for purposes of performing and handling the purchase order and

Standard-Business Conditions

for internal marketing purposes.

Personal data is not passed on to third parties unless this is necessary to perform and handle the purchase order.

The customer hereby expressly gives their consent to the use of their data for these purposes.

Customers can at any time withdraw the consent provided and/or disagree with the future use of their data by sending an e-mail to musicstore@schagerl.com.

The usage of contact data of SCHAGERL Music GmbH like geographical addresses, telephone, and fax numbers or e-mail addresses by third parties is not admissible unless information has explicitly been asked for. In case of violation SCHAGERL Music GmbH reserves the right to take legal steps against the addresser of spam mail.

§11 Miscellaneous

If some of the provisions included herein are, for whatever reason, not applicable, this does not influence the validity of other provisions. It is to be assumed that the contract parties would have chosen another – effective – provision which comes next to what the parties intended to agree on.

§12 Entry into force, recall

These standard business conditions have entered into force on 12 September 2012 and substitute the standard business conditions applicable prior to this date.

These standard business conditions may be recalled on our home page schagerl.com and may be saved as a pdf document. Prior to your order you will be asked to accept our standard business conditions. Without acceptance of

our standard business conditions orders cannot be posted

