

General Terms and Conditions of Warranty of HBC-radiomatic GmbH – Version as of 1 October 2026

Warrantor:

HBC-radiomatic GmbH ("HBC")
Haller Strasse 45 – 53
74564 Crailsheim
Germany

The HBC brand is synonymous with quality and this reputation is backed up by an industry-leading product warranty.

HBC offers a warranty for all HBC radio control systems, spare components (spare transmitters and spare receivers), spare parts, add-on parts and accessories (HBC "Products") on and subject to the terms set forth below. The terms set forth below shall not be effective if, with respect to a particular HBC Product, a separate warranty statement is made, in which case this warranty statement shall precede these warranty terms and conditions.

During the applicable warranty period, HBC will eliminate or compensate any HBC Product that contains a defect in material, durability and function. HBC reserves the right to repair or, fully or partially, replace defect products or to provide an equivalent credit against the original purchase price in lieu of repair or replacement.

The warranty period(s) shall commence at the date of delivery of the HBC Product(s) to the buyer, and the length of the warranty period is based on the product type as follows:

Product Type / Subject of warranty	Warranty period
HBC radio control systems, spare components (spare transmitters and receivers), and spare parts, attachments / add-on parts and accessories, including wear and tear parts	1 year
HBC radio control systems, spare components (spare transmitters and receivers), and spares, attachments / add-on parts and accessories, excluding wear and tear parts	2 years
HBC electronic components, linear levers, joysticks (only in case of the exchange of a module)	3 years
Repair work and material used for repair, including wear and tear parts	1 year

Explicitly excluded from warranty shall be prototypes, development samples, initial samples of a Product, any and all costs for consequential damages, labor cost, on-site services, installation and/or removal, shipping and packaging, and for the replacement of wear and tear parts after the 1 year warranty period. Wear and tear parts include:

- Electromechanical output elements (such as relays),
- antennas,
- seals,
- rubber bellows,
- rechargeable batteries,
- water protective caps,
- switches except for joysticks and linear levers,
- buttons,
- carrying or handling accessories and devices.

Warranty claims will not be accepted

- if any spare parts are used that are manufactured by any third party or that have not been explicitly approved by HBC in writing (including rechargeable batteries), and/or if unapproved built-in parts or add-on parts or accessories have been mounted or attached, and/or any other technical modification has been performed that has not been explicitly approved of by HBC in writing, regardless of whether or not the defect is in any way a direct result of this action;
- if a component (in the sense of a "module" designated as such by HBC) has demonstrably been tampered with by third parties, or altered through an intervention not expressly authorized in writing by HBC; this includes unauthorized repairs.
- if the radio control system, the spare component (spare transmitter and/or spare receiver), the spare part, attachment/add-on part and/or accessory has been previously repaired, serviced or maintained by a company not authorized by HBC in writing, by the customer itself or by a service partner not certified by HBC in writing, regardless of whether or not the defect is in any way a direct result of this action;
- if the defect occurred as a result of customer's non-compliance with the instructions for handling, maintenance, care and operating conditions, or if damage has been caused deliberately or has resulted from undue force;
- if the defect resulted from the prevalence of any adverse environmental condition, e.g. due to electromagnetic physics, causing temporary or permanent interference of radio operation at the respective place of use, or
- if the defect occurred due to any specification or regulation restricting radio operation at the respective place of use.
- if the claimant is in delay of payment to HBC.

Warranty claims with respect to these terms and conditions can be made to HBC directly or to an authorized HBC service partner. Place of fulfilment of the warranty is Crailsheim or the location of the HBC service partner.

Any claims must be submitted to HBC or to the HBC service partner in writing explaining the details of the defect and full contact and address information must be provided. In addition, any claims must be accompanied by a signed verification that the product(s) being claimed defective under this warranty are within the respective warranty period. For verification, the claimant will reference the original dated shipping note.

The statutory warranty rights in the case of material defects shall remain unaffected by these warranty terms and conditions.