

Conditions spare and wear part sale

2025

These conditions, based on our general conditions of sales and delivery, are valid for spare and wear part orders, equal which kind. Purchase conditions of our customers apply only if they agree with our conditions. An express contradiction on part of igm is not necessary.

PRICES

Sales prices are valid in Euro, ex works igm Wiener Neudorf / Austria, exclusive VAT. Freight- and packing costs will be invoiced in accordance with expenditure. If the client has not determined dispatch instructions, igm AG will use their standard carrier.

MINIMUM PURCHASE ORDER VALUE

On small orders, our costs for administration exceed the value of the order. For orders with a net-value less than € 100 we must invoice an extra charge of € 25, in order to cover at least our administration costs.

DELIVERY RESP. REDELIVERY OF GOODS

Goods must be checked immediately after receipt, if they are intact and complete. Eventual complaints must be sent in written manner to igm AG latest within 2 days after receipt of the goods. External damage to the packaging must be certified by the carrier. If the complaint is justified and in time, we will deliver a substitute or grant an appropriate discount. Further demands equal which kind they are cannot be accepted.

Redeliveries of goods and spare parts need a written confirmation by the igm spare part department before dispatch. Returns that have not been pre-advised will not be accepted. Please consider that in each case we have to charge 10% manipulation costs for redelivered parts. In case that you redeliver parts without clear identification (igm order no., number of packing slip or invoice), we have to charge € 75 for each redelivered position. Electronic components must be tested before restoring, for which we have to invoice a flat rate of € 150 for each component, in order to cover our inspection costs.

STANDARD REPAIR EXCHANGE (R-/S-Parts)

On delivery, repair exchange parts (R parts) will be charged at the list price of the new part. Defective or faulty parts (S-parts) must be returned to igm within 30 days, from overseas countries within 60 days of the order, without exception, clearly identifiable, together with completed faulty assembly forms (FO106 - download via www.igm.at) or detailed delivery notes (incl. igm reference numbers). A credit note will be issued (-20 to -40% of the new value). This procedure results in a repair exchange price of 60 - 80% of the new value, depending on the item type.

After the deadlines have expired, open, non-returned defective parts are cancelled and a credit note is no longer possible. Repair exchange parts are labelled with "R" in the igm article number and can be requested from igm AG. This procedure cannot be used if a repair of the defective part already appears to be impossible or if the part has been tampered with. New parts are not subject to this procedure.

CUSTOM REPAIR

For repair enquiries, the defective parts must be sent to igm together with completed defective assembly forms (FO106 - download via www.igm.at) or detailed delivery notes (incl. igm reference numbers). After checking the defective part, you will receive a cost estimate. This is based on a visual inspection, subject to any unrecognisable consequential defects that may occur. Approval must be given within 14 days of the cost estimate, otherwise the defective part will be scrapped after a single reminder. If the repair is not carried out, we must charge an inspection fee of EUR 150, which is waived if a new part is ordered.

WARRANTY, COMPENSATION, PRODUCT LIABILITY

To obtain warranty exchange spare part it is essential that – already at the time of ordering – you state the Order/Project Number of the machine or component concerned and the cause of the fault along with a description of the defect occurred. Warranty spare parts will be invoiced on delivery, the defective parts have to be returned within 30 days, from over sea areas within 60 days from order to igm AG, with a clear reference number (igm order no.) and including a detailed failure description (e.g. with form FO106). After receipt and check, we will fully credit the delivered spare part. After a.m. period all parts which were not returned will be cancelled and cannot be credited anymore.

Returned defective parts will be examined free of charge. The examination will be comprehensive and may take some time to ensure correct diagnosis. If we establish a none warranty claim has arisen or if no defect can be found, we will have no alternative but either not to credit the delivered part resp. to invoice all repair- and additional costs (e.g. for examination) in accordance to our expenditure.

Disregard of safety regulations and operating manuals (e.g. operation with wrong voltage or current, use of unfit accessories), misapplication, insufficient maintenance, operator error for example system crash, disassembly of the product by none IGM personnel, as well as use of spare and consumable parts or accessories, which are not igm original, will avoid any warranty claim. igm and their authorized service agencies are exclusively allowed to make repairs on our products. Technical interventions or alterations by third parties are not allowed and will avoid any warranty claim. Wear parts / consumables will not be changed under warranty! Parts, which are subject to wear - for example parts which are in contact with the welding wire (torches, hose bundles), as well as knives, springs, rubber - are excluded from warranty.

Attention:

No exchange of wear parts! Claims for wear parts [if they are not determined on receipt of goods] must be sent to igm with detailed failure description for verification/repair. If the claim is legitimate, repair will be free of charge.

Obligations to indemnify in accordance with the product liability law or other product liability requirements of material damages on operationally used units of companies are impossible. Each liability and eventual requirements because of remunerations of damages, wages, freight charges, penalties or lost of profit we have to reject.