

# OUR PROMISE, YOUR SERVICE-PLUS

MARKUS T glasses are created in Germany. Or to be more precise: In down-to-earth East-Westphalia. Every single stage of production can be viewed and experienced in our transparent factory in Gütersloh – from the design, to raw materials and the finished glasses. The fact that our glasses withstand the highest demands of daily life and extreme stress despite their lightness is not just a matter of course, and is not that immediately obvious to many new customers. Offer your customers additional assurance and therefore hand them a strong argument to buy: An extended 4-year guarantee against material breakage.



## Registration

- For legal reasons we can not offer the opportunity to extend guarantee claims to every country.
- To benefit from the 4-year guarantee against frame breakage, your customer must register within four weeks of purchasing their MARKUS T glasses via the registration form on our website ([www.markus-t.com/garantie](http://www.markus-t.com/garantie)). Please assist your customer with registration, as the date of the purchase receipt as well as the serial number of the glasses must be entered. This is either on the right temple of the frames or on the hinge.
- As the guaranteeing is individual-related, an indication of the personal data is mandatory for extending the warranty period to 4 years.
- Once the application for the extended guarantee is sent off via the registration form, the customer receives a confirmation e-mail of his personal data as well as the respective guarantee certificate. In the case of a claim under the guarantee, the customer must submit the receipt as well as a print-off of the guarantee certificate.

## Processes for claims under the guarantee

- The optician always processes claims under the guarantee.
- When a claim is made under the guarantee, the optician contacts MARKUS T customer services ([info@markus-t.com](mailto:info@markus-t.com) or by telephone under 05241 74343-0) on behalf of the end customer. Proof of the claim is given by sending a photograph of the defective glasses and the serial number.
- Repairs are carried out or a new pair of glasses is made from the current delivery program, once MARKUS T customer services have acknowledged a claim under the guarantee. If the glasses frames have to be changed, the optician is invoiced and credited appropriately as soon as the optician has returned the defective glasses to us.
- Single parts, which you as the optician can replace or exchange yourself, are made available to you free of charge.
- Should the defective model of glasses no longer be included in the current delivery program, we will offer another acceptable frame instead as a replacement.

Do you have any questions on how the extended guarantee is processed? In this case please contact our customer services: [info@markus-t.com](mailto:info@markus-t.com) or by telephone on +49 (0)5241 74343-0.