

Manufacturer's Warranty, Warranty, and Guarantee

The delidding (removal of the heat spreader) of TG Delidded CPUs performed by Thermal Grizzly is a modification carried out by Thermal Grizzly itself and results in the voiding of AMD's or Intel's manufacturer warranty. In this case, the warranty for modified products applies. In Germany, modified products are subject to statutory liability for material defects (warranty). This means that the retailer must provide the consumer with defect-free goods and is liable for material defects for two years.

If a new CPU is delidded and thus modified by Thermal Grizzly, it is still considered a sold product for which Thermal Grizzly, as the retailer, is responsible. If a defect occurs that was already present at the time of delivery or whose cause existed at that time, the buyer can assert warranty rights. These include:

- Rectification (repair),
- Replacement delivery,
- Reduction in price, or
- Withdrawal from the purchase contract (§ 437 BGB).

Beyond the warranty for modified products, Thermal Grizzly offers a **voluntary guarantee** for the TG Delidded CPU, partially covering aspects of the original manufacturer's warranty. This guarantee is granted for a period of **24 months from the date of purchase** (as stated on the invoice).

A key advantage for the buyer is that after the first 12 months following the purchase, the **burden of proof reversal (§ 477 BGB n.F.) does not take effect**. This means that it is not automatically assumed that a defect only arose after the sale, and Thermal Grizzly continues to take responsibility.

Additionally, the guarantee is valid **worldwide**, including countries where no statutory regulations on warranty, guarantee, or other buyer protection mechanisms exist.

The processing of warranty claims under the voluntary guarantee by Thermal Grizzly is handled **exclusively via the RMA system** of Thermal Grizzly. Products that are justifiably claimed under warranty will:

- Be replaced in case of defect,
- Be substituted with an equivalent model (e.g., from a new CPU generation) if unavailable,
- Or otherwise, the full purchase price will be refunded.

The **TG Delid CPU warranty** covers **normal use** as well as **overclocking according to manufacturer specifications**. The customer is responsible for ensuring **adequate cooling** of the delidded TG Delid CPU.

The following damages are **not covered** under the Thermal Grizzly warranty:

Any mechanical damage to the CPU, including but not limited to:

- Physical damage to the silicon chips,
- Damage caused by liquid metal on SMD components,
- Any damage to the PCB in any form.

Overclocking beyond AMD's or Intel's specified values, specifically:

- All CPU clock frequencies,
- Memory clock speeds.

In case of any issues with the products or questions regarding warranty and guarantee, the Thermal Grizzly customer service team can be contacted at any time. The best way to do so is by using the contact form on the Thermal Grizzly shop website.