

WARRANTY

UAB “ZEPTER INTERNATIONAL” with registered office in A. Gostauto g. 40A, LT-03163 Vilnius, entered in the Register of Entrepreneurs kept by the District Court (V. Kudirkos g.18, Vilnius), under KRS number 067435, VAT LT 115546515 (hereinafter: the “Guarantor”), hereby guarantees good quality and proper functioning of the products sold by the Guarantor, subject to the exclusions of products or their parts specified in this Warranty Card, on conditions specified below.

1. TERRITORIAL SCOPE OF WARRANTY PROTECTION

The Guarantor declares that this warranty is valid on the territory of European Union, Norway, Switzerland (excluding enclaves: Busingen and Campione d’Italia), Mexico, United States of America, Republic of South Africa, Australia and New Zealand.

2. THE SUBJECT OF THE WARRANTY

a) The Guarantor guarantees the Buyer that it shall make repairs to the product or replace it with a defect-free item within the warranty period. Any defective products or their parts replaced with the new ones become the property of the Guarantor upon their replacement.

b) The Guarantor reserves the right to choose how the Buyer’s rights under the warranty are to be exercised; moreover, the Guarantor may replace the product with a new one upon detecting a major defect or when the cost of repair exceeds the value of the product.

c) The warranty covers defects in material revealed during the use of the product, and defects resulting from faulty workmanship.

3. NOT COVERED BY WARRANTY

a) Parts and sub-assemblies subject to natural wear and tear during operation, i.e.: filters, RO membranes, heaters, light bulbs, batteries, fuses, gels, etc.

b) Damage resulting from the use of the products in a manner inconsistent with the Instruction Manual, in particular mechanical, thermal damage, etc.;

c) The product that bears traces of repair not performed by the Guarantor or by the authorized service technician of the Guarantor;

d) Water purification devices that were not installed by the authorized service technician of the Guarantor;

e) Water purification devices that were not subjected to servicing in the periods indicated by the Guarantor in the Service Calendar or instruction manual;

f) Crystal goblets in the Magic Harmony glass collection;

- g) Products made of porcelain, glass, ceramics;
- h) Cosmetics, OXY SPRAY, jewellery, textiles, coffee, dietary supplements.

4. WARRANTY PERIODS AND THE METHOD FOR CALCULATING DURATION

The warranty covers the following products or their parts and is granted for:

a) 24 months:

- (i) Edelwasser water purification system;
- (ii) Devices: Therapy Air, cleanSymag, TurboHandy, vacSy, mixSy, induction cooker, Ze-presso Café coffee maker, Medolight, morejuicepress;
- (iii) Electrical apparatuses;
- (iv) Kitchen knives;
- (v) Leather shoes
- (vi) Watches;
- (vii) Halogen lights in BIOPTRON devices;
- (viii) All the elements of the Syncro-Clik lid with the exception of those made of Cr/Ni 18/10, 304 or 316L stainless steel;
- (ix) Temperature indicators, valves;
- (x) Plastic and rubber parts;
- (xi) The click system in the Magic Harmony glass collection;

b) 36 months:

- (i) Aqueena Pro water purification system;
- (ii) Tuttoluxo and Tuttosteamy devices;

(c) 60 months:

- (i) BIOPTRON medical devices;

(d) 30 years:

(i) Products made of Cr/Ni 18/10, 304 or 316L stainless steel with the exception of parts of these products listed above.

(e) The warranty period begins on the date of receipt of the product by the Buyer indicated in the shipping list or, in the case of purchase in a retail store, specified in the sales document.

5. TIME LIMIT FOR COMPLAINT HANDLING

a) In case of a confirmed defect or malfunction covered by the warranty, the Guarantor shall repair or replace the product with a new one within 21 days of the date on which the complained product was made available to the Seller.

b) The addresses of Guarantor's service points are published on the Guarantor's website at www.zepter.it, as well as are available in the Customer Service Centre at +370 85 263 61 21 and from the Helpline: +370 800 00001.

6. OTHER TERMS AND CONDITIONS OF THE WARRANTY

a) The product may be accepted for repair only upon the submission of this Warranty Card along with the proof of purchase by the Buyer.

b) The warranty repair applies only to the product in the original, intact packaging.

c) The Guarantor reserves the right to refuse to repair dirty (not cleaned) products.

d) The Guarantor reserves the right to make technical improvements and changes to the design.

e) This warranty does not exclude, limit or suspend the Buyer's rights under the implied warranty.

7. RECOMMENDATIONS OF THE GUARANTOR

a) Prior to using the product please read the Instruction Manual carefully, in particular the section pertaining to the safety of use and maintenance.

b) The Guarantor particularly recommends a non-gratuitous technical inspection of the Syncro-Clik lid after 24 months from the date of receipt of the product.

c) The Guarantor recommends that the Buyer should keep the original packaging of the product in order to use it in case of the need to deliver the product to a service point. In the absence of the original packaging, the Buyer is obliged to provide a proper packaging for the complained product, whereby the liability for any destruction of or damage to the product resulting from its improper packaging shall be borne solely by the Buyer.