

07.07.2010	<u>M-UFCO09 - WARRANTY OF CONFORMITY BETWEEN ZUCCHETTI RUBINETTERIA SPA (hereinafter VENDOR) AND PROFESSIONAL DISTRIBUTORS (hereinafter BUYER) HAVING DIRECT BUSINESS RELATIONS WITH VENDOR</u>	rev. 8	page 1 of 2
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1- This document regulates warranty claims made by Buyer

2 - Vendor answers for its products according to warranty laws in force in the country where Buyer has its registered office. In detail the warranty is provided under the following terms:

Warranty on chrome surfaces	10 years
Warranty on porosity defects of material	10 years
Warranty on flexible hose connectors in steel, connection pipes and metal connectors (flexible parts of shower heads excluded)	5 years
Warranty on glass parts	5 years
Warranty on electrical, thermoelectric or electronic components	2 years
Warranty on shower heads, flexible parts of shower heads, plastic parts	2 years
Warranty on mixer cartridges, thermostatic cartridges, large screws, diverters and electromagnetic valves	2 years
Warranty on mirrors, metallic surfaces in general, wood, laminates, surfaces in polymeric or synthetic resin materials, surface finishes other than chrome	2 years
For defects not specified in the table the term of the warranty is 2 years	

3- The term of the warranty commences from the date of purchase of the product by the person on whose premises the product is installed. That date cannot be more than twelve months after the delivery date of the product by Vendor to Buyer; otherwise the time exceeding twelve months shall be subtracted from the warranty period granted by Vendor to final customer.

4- All warranty claims shall be taken into consideration provided that Vendor receives a claim in writing during the warranty period. Buyer forfeits the right to make warranty claims if he fails to report product defects within two months after they were discovered.

5 - Visible flaws shall be reported to Vendor in writing by no later than 7 days following the commencement date of the warranty. The term visible flaws means flaws which if not reported to Vendor immediately shall be considered as being caused by use of the product and not covered by this warranty, such as surface deterioration like scratches, dents, abrasions, etc.

6 - If an item is found to have a defect, Vendor shall have the option, at its discretion, to either repair it or replace the whole item or replace the defective parts. Vendor shall inform Buyer of the method of intervention no later than fourteen days after the defect was reported.

7- Repair, if any, can only be made by technical assistance centres authorised by Vendor and the person requesting the repair shall pay a service fee for on-site repair.

8- If it is decided to substitute the product or the defective parts of the product, Vendor shall arrange for delivering to Buyer spare parts or new articles for making the substitution. The original warranty shall apply only to the new components.

9 - If substitution of an article with a new article of the same model is not possible, Vendor shall arrange for its substitution with a model with equivalent features.

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10 - Damaged and substituted parts are the property of Vendor.

11 - A copy of the warranty certificate and a tax receipt with proof of the date of purchase of the item shall be attached to the claim.

12- The item should be installed to allow adequate access for repair and maintenance operations. Buyer cannot request reimbursement from Vendor for any removal of masonry or infrastructures preventing access as described above.

13 - The warranty shall lapse in case the defect is caused by: a) improper installation, b) inappropriate use or use not conforming to the conditions of use specified in the booklets in the package c) use of cleaning products containing hydrochloric acid or abrasives d) bad repair job e) use of unoriginal spare parts f) surface deterioration caused by lime deposits g) adverse weather conditions h) voltage surges of electric supply system

14- The warranty does not cover the following routine maintenance interventions: a) cleaning of filters b) cleaning of aerators c) removal of lime from shower heads, blowpipes or other surfaces

15- If a warranty claim proves to be unjustified the costs of verification, transport and other charges shall be borne by Buyer

16- Vendor shall not answer for any damage caused to people or animals, or property damage due to disregard for the rules of installation, use and maintenance of its products.

17- This document does not regulate liability for damage caused by defective goods; for such matters regulations in force shall apply.

18 - This warranty is not renewable or extendible.

19 - For any dispute solely the Court of Novara shall have jurisdiction.