

WARRANTY CONDITIONS

EN English

General

You have chosen a product of exceptional quality. PERTINGER kitchens are tested according to the strictest regulations and delivered in perfect condition. PERTINGER S.r.l. offers a three-year warranty extension on the equipment, provided that the end user registers on the www.pertinger.com/support portal.

Warranty conditions

- ✓ The warranty applies only to the first purchaser and cannot be transferred.
- ✓ In the event of a warranty claim, an invoice must be submitted.
- ✓ The prerequisites for the customer's warranty claim are professional installation in compliance with the applicable standards, proper use and proper maintenance of the kitchen in accordance with the installation and user manual.
- ✓ Any defects or gaps in material must be reported within eight days of receipt of the goods.
- ✓ The warranty starts from the date of delivery and/or from the date of invoicing of Pertinger S.r.l.

The company PERTINGER S.r.l. will adopt, at its own discretion, the most suitable measures to resolve the use of the warranty. The term of the warranty is not renewed or extended as a result of repairs or replacement of parts. Any damaged components replaced become the property of PERTINGER S.r.l. The performance of any warranty services is undertaken either on site or directly at the factory. If warranty work is only possible by dismantling/uninstalling the device, the costs shall be borne by the customer. Likewise, the customer is responsible for the subsequent assembly/re-installation costs.

In the case of on-site warranty services, the customer will be charged for the transfer to the place in question, unless the purchase was made less than three months ago. In the case of interventions in response to requests without justified reason, the entire cost of the intervention will be charged at the rates in force. PERTINGER S.r.l. reserves the right to have the disputed component sent to it. Shipping costs are borne by the customer.

Exclusion of warranty

Warranty services do not cover damage caused by:

- ✓ External actions of a chemical or physical nature occurring during the transport, storage, assembly and use of the equipment.
- ✓ Negligent and improper use or structural changes to the product.
- ✓ Failure to follow the instructions in the installation and user manual.
- ✓ Total or partial or inaccurate compliance with the rules and provisions of the law in force.
- ✓ Incorrect assembly or repairs by third parties.
- ✓ Connecting the product to an unsuitable or non-compliant flue outlet.
- ✓ Insufficient supply of combustion air.

- ✓ Demonstrated overheating, insufficient care, use of unsuitable cleaning products, or incorrect use of kitchen controls.
- ✓ Use of fuels of a non-compliant type or quantity.
- ✓ Damage not attributable to the manufacture of the product.
- ✓ The warranty is not provided for further processing of our semi-finished products (stove components, prefabricated kitchens) by third parties.
- ✓ The thermo-cooker is excluded from the warranty if all the components provided for in the installation and user manual (anti-condensation valve, expansion tank, safety valve, safety thermal drain, etc.) are not connected to the heating system. The heating system must also have all the safety devices and comply with current regulations.
- ✓ Cracks and small crevices in the plaster or in the refractory bricks do not constitute grounds for complaint.
- ✓ Also excluded are all moving parts and parts subject to wear, such as gaskets and sealing tapes, glass parts, lacquered surfaces and electrical components, including light bulbs.
- ✓ We do not accept any liability for any damage due to transport. These must be reported immediately to the transport company and to Pertinger S.r.l. We strongly recommend that you keep the packaging and document any damage (e.g. with photos). If the transport damage report is received after 24 hours of delivery, reimbursement of the damage may not be guaranteed.

Exemption from liability

The warranty covers the goods contained within the scope of delivery. Any further liability is excluded. No compensation for damages will be awarded for the time the product is unusable. PERTINGER S.r.l. is not liable for direct or indirect damage caused to people, animals or property. In the event of loss or damage to a kitchen due to theft, fire, vandalism or similar causes, we will not accept any liability.

Disputes

Please only submit disputes to the specialist retailers from whom you purchased the product. In this case, it is necessary to indicate the type and serial number of the product. This information can be found on the identification plate on the outside of the drawer.

Any services after the warranty period or not covered by the warranty period will be calculated at the rates in effect at that time. In this case, the costs for the replaced parts will also be reflected on the invoice.

Competent court

Any disputes will be subject to the jurisdiction of the Court of Bolzano (IT).