

WARRANTY CERTIFICATE

1. Terms and Conditions of the Conventional Warranty

This conventional warranty is to be considered additional and not replacing any other right of the customer, being understood that customer is exclusively the physical person beyond any managerial or professional activity, who uses the household appliance for domestic/private use - ex Legislative Decree 6 September 2005, n. 206.

The conventional warranty has to be considered as a guarantee to free replacement or repair of parts of the appliance that show defects of conformity within 24 months of the date of purchase (12 months if purchased through commercial invoice and not fiscal receipt).

The conventional warranty is valid only on Italian territory including the Republic of San Marino and Vatican City and may be proved by a document issued by the retailer or other documentary proof (ie. fiscal receipt, invoice or document of delivery) reporting the name of the seller, date of delivery of the household appliance and, identification details of the latter (type of model).

2. Validity of the warranty

This warranty has full validity during the above mentioned period if:

The user claims the conformity defect within two months of its discovery; All operations such as installing, connecting to the domestic system and functioning of the appliance shall be executed following the use and maintenance instructions on the user manual carefully; All operations such as use, maintenance and daily care of the washing machine shall be executed in accordance with the prescriptions and instructions reported in this user guide.

Make sure any repair intervention is made exclusively by technicians belonging to After-Sale Service Centers authorized by the Manufacturer and using original spare parts only.

3. Intervention with warranty

During the validity period of this Warranty (24 months after the date of purchase), in case the authorized after-sale service has acknowledged a lack of conformity due to manufacturing defects, the manufacturer commits itself to repair/replace the household appliance without costs for the customer.

The replacement of the appliance can take place only in case it is objectively possible and not disproportionate compared to repair.

According to art. 130 of the Consumer Code, the requested solution is "disproportionate" if it imposes costs on the seller which, in comparison to other remedies, are unreasonable, taking into account the value the goods would have if there were no lack of conformity, the significance of the lack of conformity, and whether the alternative remedy could be completed without significant inconvenience to the consumer.

All requests regarding replacement or repair of the household appliance have to be evaluated by the After-Sale Service whose opinion is binding and indisputable. Any repair/replacement of components or appliance do not extend the duration of this warranty which shall continue, in any case, until its expiry date as provided for in previous clause 1.

As from more than 6 months after the date of delivery of the product to the consumer, period of time during which the defect of conformity can be considered to be already existed on that date (art. 132 of Consumer Code), and only when the malfunction does not depend on a vice of conformity, SANGIORGIO IT Wash may ask the reimbursement of the cost to the consumer – always reasonable and previously indicated – incurred for the verification of the malfunctioning.

4. Exclusion clauses

This Conventional Manufacturer Warranty does not cover interventions and/or repairs and/or spare parts which shall result defective for the following reasons:

- a) Damages caused by transport or handling of the household appliance, or damages arising from circumstances and/or events caused by force majeure, which, in any case, cannot be connected to manufacturing defects of the household appliance.

- b) Operations of installation and assembly (for example: fault connection/power supply; lack of the protective earth connection; inadequate water supply/drain; removal of the fixing brackets on the tub; any possible regulation such as the floor level under the household appliance).
- c) An incorrect, improper or incomplete installation, lack of capacity to use by the Consumer or Installer, if there is not enough place to operate around the product (at least 3 cm on the upper side, 8 cm on both sides and 8 cm on the rear) or excessively high/low temperature of the environment (in case the household appliance has been placed on balconies, terraces, roofs, in direct contact with atmospheric agents: sun, rain, cold and lightning).
- d) Interventions where the claimed defect was not found, due to a misleading impression of the consumer (for example: noise, vibration or hooping, excessive foam, no spinning, it does not wash properly, it tears the garments, etc.).
- e) Intervention on products placed in improper positions or in dangerous areas (roofs, etc.) which may not guarantee the operator safety as established by Law 626-94 concerning safety at work.
- f) Damages caused by weathering agents (lightning, earthquakes, fires, floods, etc.)
- g) If the serial number results to be removed, erased or modified.
- h) Failure to comply with the instructions for use and maintenance as reported in the correspondent user manual (drain filter and water supply, removal of foreign objects, excessive load, etc.).
- i) Maintenance, repair, modifications or tampering operations (removal of the top, back plate, etc.) executed by personnel not authorized by the manufacturer and/or use of non original spare parts.
- j) Lack of fiscal documents or when they appear to be counterfeited or not related to the product.
- k) Negligence and carelessness and/or improper use of the appliance (not for domestic use and differently in any way from what established by the manufacturer).
- l) For any other external circumstance not related to manufacturing defects of the household appliance.

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This warranty only covers defects of conformity of the product and therefore it does not include regular check and maintenance operations. Consequently, in case there has been an intervention at the request of the consumer made by a technician of the after-sale service centre, for reasons related to above mentioned situations, the costs for the intervention and any spare part needed shall be totally charged to the consumer.

5. Limitations to the Manufacturer Liability

The manufacturer cannot be held liable for damages that could affect, directly or indirectly, persons or goods resulting from failure to comply with instructions included into the correspondent user manual, in particular those regarding the installation, use and maintenance of the household appliance.

This Warranty is the unique Warranty given by the manufacturer. No third party is authorised to modify its terms or to give other oral or written warranties.

6. Expiration of the Warranty

Once elapsed the warranty period established by this Manufacturer Conventional Warranty as indicated in clause 1, any repair and/or replacement intervention shall be at the expenses of the consumer, in line with the current tariffs of the network of authorized After-Sale Service centres.

**** Failure to comply with the instructions on use not only is extremely dangerous for your own safety but it will result in an exclusion of all assistance provided this warranty.**