SANGIORGIO
IT WASH

AFTER-SALES ASSISTANCE GUIDELINES

Timing of implementation of the intervention

1. For interventions to be carried out on non-functioning appliances: the intervention is guaranteed within 2/4 working days.;
2. For interventions/checks to be carried out on functioning appliances: the intervention/check is guaranteed within 4/8 working days.

Evaluation of the defect

1. If the problem is attributable to a manufacturing defect, Sangiorgio / IT Wash undertakes to repair/ replace the appliance at no cost to the consumer for the entire duration of the Conventional Warranty (24 Months) starting from the date indicated on a document issued by the seller or other probative document (proof of purchase) bearing the name of the seller, the date of purchase of the appliance, its identification details (model type).

Examples of factory defects, provided that the electrical system complies with the law, are:
• Does not turn on
• Does not cool
• Cools too much
• Internal light not working
• External display not working
• Excessive noise / vibration

2. All the problems deriving from carelessness and/or external causes do not fall within manufacturing defects. In these cases, the costs of the intervention and of any spare parts are totally recovered from the consumer (intervention out of warranty - see article 4 of the Conventional Warranty Certificate).

Examples of problems due to carelessness or external causes or wrong impression are:
• Malfunction resulting from incorrect positioning during transport / incorrect handling.
• Incorrect, imperfect or incomplete installation (less than 10 cm space on three sides)
• Appliance placed on pedestals, platforms, balconies, terraces, canopies in direct contact
with atmospheric agents or in non-ventilated rooms or environments with an external temperature above 30° or below 10°;
• Failure to observe the instructions for use and maintenance (introduction of hot foods / in contact with the walls);
• All cases in which the complained/feared defect was not found, due to an incorrect impression of the end user (noise, vibrations, condensation; normal amount of ice, bad smell...)