



AFTER SALES GUIDE LINES

Opening of the intervention:

1. The intervention can be opened only after receipt of probative proof of purchase, which must include the name of the seller, the date of purchase of the appliance, the details identifiers of the same (model type).

Timing of implementation of the intervention

1. For interventions to be carried out on non-running or stationary household appliances: the intervention is guaranteed

within 3/5 working days;

2. For interventions/checks to be carried out on functioning household appliances: the intervention/check is guaranteed

within 6/8 working days.

Evaluation of the defect

1. If the problem is attributable to a factory defect, IT Wash undertakes to repair/replace the appliance at no cost to the consumer for the entire duration of the Conventional Guarantee (24 Months) starting from the date indicated on the probative proof of purchase.

Examples of factory defects are:

Provided that the appliance is connected to an electrical system in accordance with the law;

* the machine does not turn on;

* does not run programs;

* the motor does not spin and/or the resistance does not heat up;

* Water leak from inside;

* Cabinet/oscillating unit/basket/pulley with construction differences and/or cracks.

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 any spare parts are the sole responsibility of the customer. (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:

* Incorrect, imperfect or incomplete installation (non-compliant outlet hose; use of adapters and/or extension cord; modification of electric cable; no grounding;)

* Appliance placed on pedestals, platforms, balconies, terraces, canopies in direct contact with atmospheric agents or in unventilated rooms;

* Instructions unobeservance for use and maintenance (use of excessive detergents

non-compliant detergent; Clogged filter; not adjusted feet and/or in contact with wet surfaces; excessive load or less than half of the maximum rated load);

* All cases in which the alleged/feared defect was not found, due to an incorrect impression of the end user (noisiness; vibration or jumping; excessive formation of foam; no centrifuge; does not wash well; tear off the laundry...).