

De'Longhi manufacturer's warranty

Dear Customer,

Thank you for the confidence you have placed in us by purchasing your De'Longhi product. The product you have purchased has been carefully designed, manufactured and tested. We therefore grant you a manufacturer's warranty for this product in addition to your statutory buyer's rights under the following conditions:

1. guarantor and warrantee

The guarantor is De'Longhi Deutschland GmbH, Carl-Ulrich-Straße 4, 63263 Neulsenburg (hereinafter referred to as "De'Longhi"). The warranty holder is the end user customer who has purchased the product from a dealer based in the Federal Republic of Germany. 2.

2 Warranty period

The warranty period is two years from the date of purchase of the product from the dealer. The provision of warranty services by De'Longhi or third parties does not extend or renew the warranty period. Any extensions of the warranty period granted by De'Longhi for specific products remain unaffected.

3. contents of the warranty

De'Longhi warrants that during the warranty period the purchased product will

- a) is suitable for normal use in the consumer's household and is in the usual condition for this purpose,
- b) remains free from defects in design, materials or workmanship which eliminate or reduce its suitability for the aforementioned use.

4. warranty case

A warranty case is the loss of the usability or quality of the product in the sense of clause 3 a) or the occurrence of a defect in the design, material or manufacture of the product in the sense of clause 3 b) of these warranty conditions within the warranty period in accordance with clause 2 of these warranty conditions.

5. warranty services

In the event of a defect in the Product covered by the warranty within the warranty period, De'Long will

De'Longhi will, at its own option, remedy the defect by free repair(s), replacement of defective parts, or

repair, replacement of defective parts or replacement of the entire product.

Replaced parts or products become the property of De'Longhi. If a product to be replaced is no longer in production at the time of the occurrence of the warranty claim, De'Longhi is entitled to supply an equivalent replacement product of its choice. The Customer has no right to demand the replacement of the defective product with a new one.

6. making a claim under the guarantee

a) In order to make a claim under the warranty, the Customer must contact the De'Longhi ServiceLine by telephone within a period of three months from the occurrence of the warranty case at +49 6102 5790888 (available Monday-Friday from 8 a.m. to 6 p.m., domestic tariff). The customer's details, the name and registered office of the dealer from whom the defective product was purchased, the date

of purchase, the model designation and the serial number of the defective product must be provided, as well as a description of the defect in the product on which the warranty claim is based.

b) Alternatively, the customer may report the warranty claim electronically at <https://www.delonghi.com/kontakt> within the aforementioned period. In this case, the aforementioned data and documents must be provided by entering them in the contact mask or by uploading data.

7 Processing of the guarantee

The warranty will be handled at the discretion of De'Longhi. The Customer may be requested to send in the defective product. A copy of the dealer's invoice for the purchase of the defective product must be sent in with the product. The Customer is obliged to cooperate in the handling of the warranty in the manner requested by De'Longhi and to provide the necessary information. Products will only be accepted for warranty service in a cleaned condition.

8 Warranty Exclusions

Excluded from the De'Longhi manufacturer's warranty are:

- a) Products purchased by persons who are not consumers within the meaning of Section 13 of the German Civil Code (BGB) and products used commercially,
- b) Defects caused by use other than normal household use,
- c) Defects caused by installation, use or maintenance of the product not in accordance with the operating instructions,
- d) defects caused by falling, overvoltage, foreign bodies introduced into the product or external impact on the product or by intervention by persons not authorised by De'Longhi,
- e) defects caused by the use of non-original De'Longhi accessories or spare parts
spare parts,
- f) defects caused by inadequate cleaning or maintenance of the product, or
use of cleaning or descaling products that do not comply with the De'Longhi specification
decalcifying agents that do not comply with the De'Longhi specifications,
- g) defects in wearing parts (e.g. seals, valves),
- h) defects that only insignificantly eliminate or reduce the usability or quality of the product.
or reduce the usability or quality of the product only insignificantly.

9. services not covered by the warranty

The De'Longhi manufacturer's warranty does not cover work connected with the installation of the product or the connection to electrical or other supply lines. Also excluded from the warranty is the replacement of consumables (e.g.

The warranty also does not cover the replacement of consumables (e.g. filters) or the performance of cleaning, maintenance or adjustment work, unless such work is necessary for the provision of the warranty service.

10 Exclusion of further rights

The De'Longhi manufacturer's warranty does not give rise to any rights of the purchaser other than those provided for in these warranty conditions. In particular, the warranty does not cover compensation for damage caused by the defective product to other property or persons, nor compensation for loss of use of the product. Likewise, the guarantee does not justify any claim for a reduction or refund of the purchase price paid for a defective product.

11. rights against the seller

This De'Longhi warranty does not affect the customer's statutory or contractual rights against the seller of the product.