

# KRUPS INTERNATIONAL LIMITED GUARANTEE

English

 : [www.krups.com](http://www.krups.com)

This product is **repairable** by KRUPS during and after the **guarantee** period.

Accessories, consumables and end-user replaceable parts can be purchased, if locally available, as described on the KRUPS internet site [www.krups.com](http://www.krups.com)

## **The Guarantee:**

This product is guaranteed by KRUPS (company address and details included in the country list of the KRUPS International Guarantee) against any manufacturing defect in materials or workmanship for a period of **2 years** starting from the initial date of purchase or delivery date.

The international manufacturer's guarantee by KRUPS is an extra benefit which does not affect consumer's Statutory Rights.

The international manufacturer's guarantee covers all costs related to restoring the proven defective product so that it conforms to its original specifications, through the repair or replacement of any defective part and the necessary labour. At KRUPS's choice, an equivalent or superior replacement product may be provided instead of repairing a defective product. KRUPS's sole obligation and your exclusive resolution under this guarantee are limited to such repair or replacement.

## **Conditions & Exclusions:**

The international KRUPS guarantee only applies within the guarantee period and for those countries listed in the country list attached and is valid only on presentation of a proof of purchase. The product can be taken directly in person to an authorised service centre or must be adequately packaged and returned, by recorded delivery (or equivalent method of postage), to a KRUPS authorised service centre. Full address details for each country's authorised service centres are listed on KRUPS website ([www.krups.com](http://www.krups.com)) or by calling the appropriate telephone number as set out in the country list to request the appropriate postal address.

KRUPS shall not be obliged to repair or replace any product which is not accompanied by a valid proof of purchase.

This guarantee will not cover any damage which occurs as a result of misuse, negligence, failure to follow KRUPS instructions, use on current or voltage other than as stamped on the product, or a modification or unauthorised repair of the product. It also does not cover normal wear and tear, maintenance or replacement of consumable parts, or the following:

- using the wrong type of water or consumable
- ingress of water, dust or insects into the product (excluding appliances with features specifically designed for insects)
- damage as a result of lightning or power surges
- mechanical damages, overloading
- scaling (any de-scaling must be carried out according to the instructions for use)
- accidents including fire, flood, thunderbolt, etc
- damages or poor results due to wrong voltage or frequency
- damage to any glass or porcelain ware in the product
- professional or commercial use

This guarantee does not apply to any product that has been tampered with, or to damages incurred through improper use and care, faulty packaging by the owner or mishandling by any carrier.

In order to offer the best possible after-sales service and constantly improve customer satisfaction, KRUPS may send a satisfaction survey to all customers who have had their product repaired or exchanged in a KRUPS authorised service centre.

The international KRUPS guarantee applies only for products purchased in one of the countries listed, and used for domestic purposes only in one of the countries listed on the Country List. Where a product purchased in one listed country and then used in another listed country:

- a) The international KRUPS guarantee does not apply in case of non conformity of the purchased product with the local standards, such as voltage, frequency, power plugs, or non conformity with other local legal requirements or other local technical specifications.
- b) The repair process for products purchased outside the country of use may require a longer time if the product is not locally sold by KRUPS
- c) In cases where the product is not repairable in the new country, the international KRUPS guarantee is limited to a replacement by a similar product or an alternative product at similar cost, where possible.

## **Consumer Statutory Rights:**

This international KRUPS guarantee does not affect the statutory rights a consumer may have or those rights that cannot be excluded or limited, nor rights against the retailer from which the consumer purchased the product. This guarantee gives a consumer specific legal rights, and the consumer may also have other legal rights which vary from State to State or Country to Country. The consumer may assert any such rights at his sole discretion.

**For Australia only:** Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

\*\*\* Please keep this document for your reference should you wish to make a claim under the guarantee