

# KRUPS GUARANTEE English (except USA) for accessories & spare parts & kitchen utensils

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

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

KRUPS guarantees its original accessories, spare parts and utensils against any manufacturing defect in materials or workmanship **during 2 years**, starting from the initial date of purchase or delivery date, with the exception of the spare parts that do require specific tooling or technical know-how to fit, which will have only a 3 month commercial guarantee.

This commercial 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, a 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

KRUPS shall not be obliged to repair or replace any product which is not accompanied by a valid proof of purchase. After calling the appropriate KRUPS Consumer Contact Centre and obtaining an approval for return, the product must be adequately packaged and returned, by recorded delivery (or equivalent method of postage), to KRUPS. Following confirmation of the defective product, KRUPS will either send back a repaired product or a new one. Non defective parts will be sent back to the claimant at his request and at his cost.

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 by a KRUPS authorised service centre.

This commercial guarantee applies only for products purchased and used for domestic purposes and will not cover any damage which occurs as a result of misuse, negligence, failure to follow KRUPS instructions, or a modification or unauthorised repair of the product, faulty packaging by the owner or mishandling by any carrier. **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
- damages or poor results specifically due to wrong voltage or frequency as stamped on the product ID or specification
- scaling (any de-scaling must be carried out according to the instructions for use)
- accidents including fire, flood, thunderbolt etc
- mechanical damages, overloading
- ingress of water, dust or insects into the product (excluding appliances with features specifically designed for insects)
- damage to any glass or porcelain ware in the product
- professional or commercial use
- stains, discolouration or scratches
- use in an oven (except products specifically designed for this)
- if the product is knocked or dropped
- burns caused by exposure to heat or flame
- cleaning in a dishwasher (except products specifically designed for this)
- damage from thermal shocks

## Consumer Statutory Rights

This KRUPS commercial 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 Country to Country. The consumer may assert any such rights at his sole discretion.

**\*For India Only:** The guarantee length depends on the product and the State. Full guarantee terms must be checked at the point of sales. A product purchased outside and used in India will benefit of a 2 year guarantee. The guarantee covers exclusively the repair of a defective product, but at TEFAL's choice, a replacement product may be provided instead of repairing a defective product. It is **mandatory** that the consumer, to have his product repaired, has to log a service request on the dedicated Smartphone application TEFAL SERVICE APP or by calling TEFAL Consumer Care Center at **886055777**, **Opening hours Mon-Sat 09 AM to 06 PM**. Products returned by Post will not be covered by the guarantee. As a proof of purchase consumer needs to provide both this stamped guarantee card and cash memo.