

# **TEFAL/T-FAL\* INTERNATIONAL LIMITED GUARANTEE**

**English**

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

**This product is repairable by TEFAL/T-FAL\*, during and after the guarantee period.**

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

## **The Guarantee\*\***

TEFAL/T-FAL guarantees this product against any manufacturing defect in materials or workmanship during the guarantee period within those countries\*\*\* as stated in the attached country list, starting from the initial date of purchase or delivery date. 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 TEFAL/T-FAL's choice, an equivalent or superior replacement product may be provided instead of repairing a defective product. TEFAL/T-FAL's sole obligation and your exclusive resolution under this guarantee are limited to such repair or replacement.

## **Restriction for non-domestic use**

In case of non-domestic and/or non-private use, only the TEFAL/T-FAL commercial warranty is applicable and limited to 1 year.

## **Conditions & Exclusions**

TEFAL/T-FAL shall not be obliged to repair or replace any product which is not accompanied by a valid proof of purchase. The product can be taken directly in person or must be adequately packaged and returned, by recorded delivery (or equivalent method of postage), to a TEFAL/T-FAL authorised service centre. Full address details for each country's authorised service centres are listed on TEFAL/T-FAL website ([www.tefal.com](http://www.tefal.com)) or by calling the appropriate consumer Service centre set out in the attached country list. In order to offer the best possible after-sales service and constantly improve customer satisfaction, TEFAL/T-FAL may send a satisfaction survey to all customers who have had their product repaired or exchanged in a TEFAL/T-FAL authorised service centre.

This 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 TEFAL/T-FAL 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
- mechanical damages, overloading
- 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
- scaling (any de-scaling must be carried out according to the instructions for use)
- accidents including fire, flood, etc
- damage to any glass or porcelain ware in the product
- products used in a company as part of their main commercial activity
- damages or poor results specifically due to wrong voltage or frequency as stamped on the product ID or specification

## **Consumer Statutory Rights**

This international TEFAL/T-FAL 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.

\*\*\*Where a product purchased in a listed country and then used in another listed country, the international TEFAL/T-FAL guarantee duration is the period for the country of usage, even if the product was purchased in a listed country with a longer guarantee duration. The repair process may require a longer time if the product is not locally sold by TEFAL/T-FAL in the country of usage. If the product is not repairable in the new country of usage, the international TEFAL/T-FAL guarantee is limited to a replacement by a similar or alternative product at similar cost, where possible.

*\*TEFAL household appliances appear under the T-FAL brand in some territories like America and Japan. TEFAL/T-FAL are registered trademarks of Groupe SEB.*

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

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

在保用期內及後，**TEFAL/T-FAL\*** 會為您提供產品的維修服務  
附件, 耗材 及 用戶可更換的零件, 可於當地購買 (如有售), 詳細請瀏覽 TEFAL/T-FAL internet  
網站 [www.tefal.com](http://www.tefal.com)

## 保用證

TEFAL/T-FAL 根據所附國家列表中所載之國家\*\*\*及保用期, 在保用期內 (自產品購買日或購買交易日後之產品交付日起計) 提供產品因任何材料或工藝缺陷的保用。此生產商國際保用證涵蓋已被證實為缺陷產品相關的修復費用, 包括通過維修或更換任何缺陷零件以及必要的人力, 以使產品符合原本的規格。TEFAL/T-FAL 有權選擇更換同等或更高級的產品而不維修缺陷的產品。本保用證下 TEFAL/T-FAL 的唯一責任及您專享的解決方法只限於維修或更換產品。

## 非家庭使用的限制

在非家用和/或非私人使用的情况下, TEFAL/T-FAL 產品僅適用商業質保, 為期 1 年。

## 條款及免責

TEFAL/T-FAL 不會維修或更換未能出示有效購買證明的產品。客戶可親自將產品直接送交 TEFAL/T-FAL 授權的售後服務中心, 或必須妥善包裝並以掛號形式 (或其他同等郵遞方式) 送交至 TEFAL/T-FAL 授權的售後服務中心。各國獲授權的售後服務中心之詳細地址請見 TEFAL/T-FAL 網址, 或可致電國家列表中合適的客戶服務中心查詢。為提供最好的售後服務並繼續增進客戶的滿意, TEFAL/T-FAL 可能向曾經由 TEFAL/T-FAL 授權服務中心維修或更換其產品的客戶發出滿意程度的調查。

本保用證只適用於已被購買的產品並以家用為目的, 本保用證亦不包括任何因錯誤使用、疏忽、未有遵從 TEFAL/T-FAL 使用說明、或更改或未經授權而維修產品所產生的損壞, 或產品持有人的包裝不當或運送途中的處理不當所引起的損壞。保用證亦不包括正常的磨損及耗損、耗材的維護或更換, 及以下情況:

- 使用不適當的水或耗材
- 未遵從產品規格或產品上的指示, 使用錯誤電壓或頻率而引起的損壞或不良結果
- 生鏽 (如需去鏽, 必須根據使用說明進行)
- 火災、水災等意外
- 機件故障, 負荷過重
- 產品內入水、灰塵或昆蟲 (不包括專用於捕捉或驅趕昆蟲的電器)
- 產品上任何玻璃或瓷器的損壞
- 作為公司主要活動的一部分, 而被廣泛地專業地應用
- 閃電, 功率驟變造成的損壞

## 消費者法定權利

TEFAL/T-FAL 國際保用證並不影響消費者法定權利, 這些權利不被排除或局限, 亦不影響消費者對購自該產品的零售商的消費者權利。本保用證給予消費者特定合法權益, 而消費者在不同州份或國家, 或可享有其他合法權利。消費者可根據個人判斷維護任何有關權利。

\* TEFAL 家電在一些地區如美洲及日本以 T-FAL 品牌出現。TEFAL/T-FAL 為 SEB 集團的註冊商標。

\*\*\*倘產品購自國家列表內其中一個列舉的國家, 而在另一個列舉的國家使用, TEFAL/T-FAL 國際保用證保用期按照使用產品時所在的國家, 即使有別於購買該產品時所在列舉國家的保用期。倘產品不是購自當地的 TEFAL/T-FAL, 可能需要較長的維修時間。倘在使用產品的國家中不能修復該產品, TEFAL/T-FAL 國際保用證只限於更換同類產品或相近價錢的其他產品 (如適用)。

請保留此文件, 供閣下提出保用要求時參考。