



## Limited Warranty

### Q5 Guarantee

GEFU guarantees the quality of its products with a guarantee called Q5. GEFU guarantees to its customers that the products are free of material faults, manufacturing defects and design flaws. However, if a fault is found in the product nevertheless, GEFU grants the following manufacturer's warranty:

1. In the event of a product fault, GEFU will at its own discretion either repair or replace the faulty product. If a repair is not possible for GEFU and the range of products no longer has any identical product that might serve as a replacement, GEFU will at its own discretion either provide another product of equal quality in lieu of the faulty product or refund the purchase price.

2. This guarantee shall apply for a period of five years from the date of purchase, whereby the customer must provide proof of purchase in the form of a copy of the receipt. This guarantee shall apply all over the world.

3. The following are excluded from this guarantee:

- damage due to normal wear and tear
- marks caused by usage
- damage due to incorrect or inappropriate use
- damage due to failure to observe the instructions given for use, maintenance, care etc.
- change of mind or dislike of product
- damage caused by a faulty GEFU product

4. To submit a claim under guarantee, the customer should notify the dealer he bought the goods from. He must submit the product that is the subject of the complaint and also the receipt (copy). If bought from an online dealer, the customer must pay the carriage costs. If it is no longer possible for the customer to contact the dealer he brought the product from, the customer can send the product that is the subject of the complaint and the copy of the receipt to GEFU directly.

5. The customer's statutory claims, such as and in particular the warranty rights, shall continue to apply and shall not be affected by the guarantee.