

END CUSTOMER WARRANTY FOR LAUFEN CLEANET RIVA SHOWER WC

These warranty conditions apply in conjunction with the statutory warranty claims available to the end customer with regard to the Seller.

1. Each LAUFEN Cleanet RIVA shower WC (hereinafter referred to as "RIVA") is supplied with a warranty card, which can be used to register the product with its individual serial number. Another way to register is online at www.laufen-cleanet.com. The warranty period begins on the installation date in the end customer's premises. For every RIVA, LAUFEN Austria AG (hereinafter referred to as "LAUFEN") guarantees a **warranty of 2 years, or 3 years if the product is registered (see point 2)** in the event of a material or manufacturing fault from the time of installation. This warranty only guarantees the services described as follows:
 - **1.1 First two years:** Free repair or exchange of parts recognised as defective or faulty by LAUFEN or by a service technician authorised by LAUFEN.
 - **1.2 Third year:** Free supply of a replacement for parts recognised as defective or faulty. The end customer will employ a service technician authorised by LAUFEN to carry out the repair work directly at their own expense.
2. To make the warranty claim mentioned under 1.2 valid, either the completed warranty card must be sent to LAUFEN or the appropriate warranty form must be completed online within 30 days of the installation date.
3. The following cases are exempt from warranty claims:
 - Faulty or improper installation or commissioning; RIVA may only be installed and commissioned by a sanitary product company or service technician authorised by LAUFEN.
 - Changing, replacing or removing a RIVA component part.
 - Improper use, insufficient care or maintenance.
4. These warranty conditions only apply to RIVAs installed in Austria.

These guarantee conditions are subject to Austrian law. If any of the conditions should become invalid, this shall not affect the validity of the other conditions. The place of fulfilment and jurisdiction is Wilhelmsburg.

LAUFEN

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