

End customer warranty for LAUFEN Cleanet shower WCs

These warranty conditions are a supplement to the statutory claims available to the end customer with regard to the Seller.

1.

Each LAUFEN Cleanet shower WC (hereinafter referred to as "Cleanet") 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. Keramik Laufen AG (hereinafter referred to as "LAUFEN") guarantees a **warranty of 2 years, or 3 years in the case of product registration**, from the installation date (see Point 2) on each Cleanet for any material or production error. The warranty services are only those free-of-charge services listed below:

- **1.1 First two years:** Repair or exchange of parts recognised as defective or faulty by LAUFEN or by a service technician authorised by LAUFEN.
- **1.2 Third year:** Supply of a replacement for parts recognised as defective or faulty. The end customer will employ a service technician authorised by LAUFEN with the repair work directly.

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; Cleanet may only be installed and commissioned by a sanitary product company or service technician authorised by LAUFEN.
- Changing, replacing or removal of a Cleanet component part or installation.
- Improper use, insufficient care or maintenance.

4.

These warranty conditions only apply to Cleanets installed in the Swiss Confederation or the Principality of Liechtenstein.

These guarantee conditions are subject to the law of the Swiss Confederation. 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 Laufen.