

## **Giesen Coffee Roasters Warranty Conditions**

Giesen Coffee Roasters guarantees the proper functioning of the products you have purchased, subject to the following conditions.

### **Article 1**

Subject to these terms and conditions, Giesen Coffee Roasters undertakes to repair free of charge any defect in the coffee roasters and accessories supplied by Giesen that arise within the first twenty-four (24) months after the date of shipment of the product from the factory. In the case of used or reconditioned products, a period of twelve (12) months shall apply from the date of shipment of the product. The same period applies to parts, albeit starting from the invoice date.

### **Article 2**

The warranty only covers defects arising during the warranty period, provided that the defects are due to faults in materials or manufacturing. In the event of such defects arising, the affected parts will be supplied free of charge and no labour costs will be charged. This warranty means that the product will be restored to the condition it was in prior to the defect arising.

### **Article 3**

Any defect must be reported immediately, and the warranty claim will be invalidated if notification of the defect has not been emailed to [service@giesen.eu](mailto:service@giesen.eu) within 48 hours of its detection.

### **Article 4**

Replaced parts may become property of Giesen Coffee Roasters.

### **Article 5**

The right to warranty will expire in the event of improper use and/or if it cannot be demonstrated that the product was maintained by Giesen Coffee Roasters after installation, in accordance with the maintenance requirements set by Giesen Coffee Roasters.

### **Article 6**

The warranty does not cover any defects resulting from transit damage occurring beyond the scope of liability of Giesen Coffee Roasters, or as a result of incompetent or improper installation and/or assembly, either by you or third parties, in contravention of the Giesen Coffee Roasters technical instructions.

**Article 7**

The right to warranty will expire if the defect is caused by repairs or interventions carried out by third parties other than Giesen Coffee Roasters, within the warranty period, and/or if the product is fitted with non-original accessories or parts.

**Article 8**

Warranty repairs do not result in an extension of the warranty period or lead to the start of a new warranty period, with the exception of the parts used in the repair work.

**Article 9**

The Giesen Coffee Roasters general terms and conditions apply *mutatis mutandis* to these warranty conditions. In the event of conflict between the general terms and conditions and the warranty conditions, the warrantee conditions will prevail.