

MANUFACTURER'S WARRANTY



MANUFACTURER'S WARRANTY of KEUCO GmbH & Co. KG

In order to give you, as our customer, a special level of service extending beyond the statutory warranty of your vendor, we are extending a voluntary 3-year manufacturer's warranty to our products.

Our manufacturer's warranty begins two years and ends five years after the purchase of the product (warranty period).

During the manufacturer's warranty period, proven product defects will be eliminated, free of charge, either by repairing them, by replacing the parts affected or by delivering a replacement product, the choice being at our discretion. No other warranty services will be provided.

Warranty claims must be filed in writing with a detailed description of the defect immediately after it has occurred. Claim should be addressed to KEUCO GmbH & Co. KG, Oesestr. 36, 58675 Hemer, Germany. We reserve the right to request these damaged parts to be sent to us for inspection.

In order to activate the manufacturer's warranty, you must prove the time of the purchase of the defective product to us by presenting a receipt containing a date issued by a commercial dealer.

Electrical components and light bulbs are excluded from this manufacturer's warranty. The manufacturer's warranty, moreover, does not extend to KEUCO products that were ever assembled before you purchased them (display items and such like).

The warranty in particular does not cover wear, damage or defects attributable to improper use or improper care/handling or to incorrect assembly. Nor does it cover product defects that only marginally affect the value or the serviceability of the product. Damage and consequential damage caused by using unsuitable replacement parts in our products are likewise not covered by this warranty.

The manufacturer's warranty does not extend to work performed in the readjustment/fine adjustment of bathroom furniture and mirror cabinets, because these are being pre-adjusted at the factory for perpendicular mounting.

Structural and colour deviations attributable to the materials used may cause the colour of our products to change over time. Such colour deviations therefore do not constitute grounds for complaint and are not covered by this manufacturer's warranty.

Warranty periods are not extended by any services rendered under the manufacturer's warranty. Warranty claims against the vendor shall not be affected by the manufacturer's warranty.

The manufacturer's warranty is governed by German law.