

# End user warranty

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## End user warranty

The following end user warranty is provided in addition to and does not affect your contractual partner's liability for defective products.

The Geberit company ("Geberit") responsible for the place of installation of the Geberit AquaClean – Mera Care (146.242.11.1) product ("product") shall provide the end user with a warranty for the product identified by the serial number on the warranty card. The scope of this warranty is as follows:

1. Geberit guarantees that the product shall be free from material defects and manufacturing faults for a period of 2 years ("warranty period") calculated from the installation date at the end user's premises. An additional 3 years is given after correct registration of the product.
2. Warranty scope:
  - a) For the first 2 years of the warranty period, a customer service representative authorised by Geberit shall rectify any material defects or manufacturing faults free of charge by repairing or replacing the defective parts.
  - b) After correct registration, years 3, 4 and 5 of the warranty period, a customer service representative authorised by Geberit shall rectify any material defects or manufacturing faults free of charge by repairing or replacing the defective parts.
3. The end user shall not be entitled to assert more extensive claims against Geberit on the basis of this warranty.
4. Claims can only be made under the warranty if:
  - a) the product has been installed and put into operation by an installation company or by customer service personnel authorised by Geberit.
  - b) no modifications have been made to the product; in particular, no parts have been removed, replaced or added.
  - c) the product defect has not been caused by improper installation or use, nor can it be attributed to inadequate care or maintenance. Not descaling the product will invalidate your warranty. The product will prompt you when descaling is required, any malfunction due to limescale is not covered by the warranty.
  - d) claims shall only be made during the third, fourth and fifth year of the warranty period if the end user has completed the enclosed warranty card in full and returned it to the Geberit company responsible for the place of installation within 90 working days of the installation date.
5. This warranty applies solely to places of installation in countries in which Geberit has its own sales company or is represented by a sales partner.
6. The warranty is exclusively subject to the substantive law of the country in which Geberit has its place of business. The United Nations Convention on Contracts for the International Sale of Goods is expressly excluded. The exclusive place of jurisdiction for all disputes arising from or in connection with this warranty is the location of Geberit's headquarters.

