

## WARRANTY TERMS

### DURATION & COVERAGE

La Germania/Bertazzoni products carry a full warranty service from the date of original retail purchase. Any functional part which fails in normal home use will be repaired or replaced, free of charge, after a full assessment has been carried out by an Authorised Service Agent. Evidence of the purchase (receipt), Model Number and Serial Number are required to obtain a free warranty service.

### WARRANTY PERIOD

Botswana 3 years

### WARRANTY EXCEPTIONS

#### Conditions and damages resulting from any of the following cases:

- GAS appliances not installed by a gas installer, registered with SAQCC GAS.
- Appliances with electrical connections not installed by a qualified electrician.
- Non-domestic use of products or products located in commercial environments (restaurants, hotels, butcher shops, guest houses and the like).
- Improper installation, delivery or maintenance.
- Damage due to use of non original parts.
- Any repair, modification, alteration, or adjustment not authorised by the manufacturer.
- Misuse, abuse, accidents or unreasonable use.
- Incorrect electric current, voltage or supply.
- Damages due to voltage peaks or lightning.
- Improper settings of any control.
- Product previously repaired by non-authorized Service Agent.
- Damage on aesthetic components due to transport and movement (i.e. dents, scratches on handles, lamps, glass, plastics).
- Installation / disconnection costs .
- Where a product has been returned due to incorrect information furnished by the dealer regarding the features and use of the product.
- Where the appliance has been retained for use outside of the Republic of Botswana

#### The following are not covered by the warranty:

- Light bulbs
- Glass components
- Oven door seals
- Assistance or service calls to the following will be charged to the consumer.
  - Calls to correct any improper installation;
  - Calls to instruct the consumer on proper product usage;
  - Calls to transport appliance to the service workshop;
  - No failure found, in case of functional failures claimed by the consumer and not found during technician check
  - Calls of a periodic maintenance kind
  - Calls to settle cooker feet
  - Calls to set gas nozzles.
  - Calls where evidence of purchase is not available
  - Where the Authorised Service Agent must return due to inability to access to the consumer's premises at the agreed time and date, not forewarned by the consumer at least 24 hours before the agreed time and date.

In no event shall Chefs Pride CC be liable for any consequential, either direct or indirect, damages whether foreseeable or unforeseeable, resulting from improper usage or maintenance of the appliance as well as for any damages consequent to the non-observance of the appliance's instruction for use.

All repairs after the warranty period as well as warranty exceptions and those repairs not covered by the warranty will be completely charged to the consumer.

### SERVICE CENTRE NUMBERS

South Africa 08 600 CHEFS (24337)

[service@chefspride.co.za](mailto:service@chefspride.co.za)

