

# **ROWENTA INTERNATIONAL LIMITED GUARANTEE**

 : [www.rowenta.com](http://www.rowenta.com)

***This product is repairable by ROWENTA, during and after the guarantee period.***

Accessories, consumables and end-user replaceable parts can be purchased, if locally available, as described on the ROWENTA internet site [www.rowenta.com](http://www.rowenta.com)

## **The Guarantee\***

ROWENTA guarantees this product against any manufacturing defect in materials or workmanship during the guarantee period within those countries\*\*\* as stated in the attached country list, starting from the initial date of purchase or delivery date.

The international manufacturer's guarantee covers all costs related to restoring the proven defective product so that it conforms to its original specifications, through the repair or replacement of any defective part and the necessary labor. At ROWENTA's choice, a replacement product may be provided instead of repairing a defective product. ROWENTA's sole obligation and your exclusive resolution under this guarantee are limited to such repair or replacement.

## **Conditions & Exclusions**

ROWENTA shall not be obliged to repair or replace any product which is not accompanied by a valid proof of purchase. The product can be taken directly in person or must be adequately packaged and returned, by recorded delivery (or equivalent method of postage), to a ROWENTA authorised service centre. Full address details for each country's authorised service centers are listed on ROWENTA website ([www.rowenta.com](http://www.rowenta.com)) or by calling the appropriate consumer Service centre set out in the attached country list. In order to offer the best possible after-sales service and constantly improve customer satisfaction, ROWENTA may send a satisfaction survey to all customers who have had their product repaired or exchanged in a ROWENTA authorised service centre.

This guarantee applies only for products purchased and used for domestic purposes and will not cover any damage which occurs as a result of misuse, negligence, failure to follow ROWENTA instructions, or a modification or unauthorised repair of the product, faulty packaging by the owner or mishandling by any carrier. It also does not cover normal wear and tear, maintenance or replacement of consumable parts, or the following:

- using the wrong type of water or consumable
- damages or poor results specifically due to wrong voltage or frequency as stamped on the product ID or specification
- scaling (any de-scaling must be carried out according to the instructions for use)
- accidents including fire, flood, etc
- mechanical damages, overloading
- ingress of water, dust or insects into the product (excluding appliances with features specifically designed for insects)
- damage to any glass or porcelain ware in the product
- professional or commercial use
- damage as a result of lightning or power surges

## **Consumer Statutory Rights**

This international ROWENTA guarantee does not affect the Statutory Rights a consumer may have or those rights that cannot be excluded or limited, nor rights against the retailer from which the consumer purchased the product. This guarantee gives a consumer specific legal rights, and the consumer may also have other legal rights which vary from State to State or Country to Country. The consumer may assert any such rights at his sole discretion.

**\*\* \*Where a product purchased in one listed country and then used in another listed country, the international ROWENTA guarantee duration is the one in the country of usage, even if the product was purchased in a listed country with different guarantee duration. The repair process may require a longer time if the product is not locally sold by ROWENTA. If the product is not repairable in the new country, the international ROWENTA guarantee is limited to a replacement by a similar or alternative product at similar cost, where possible.**

### **\*For Australia only:**

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

*Please keep this document for your reference should you wish to make a claim under the guarantee.*