

WARRANTY / TERMS OF WARRANTY

VALID FROM 01.09.2026

ZEPTER INTERNATIONAL POLAND Sp. z o.o. with registered office in Warsaw at ul. Domaniewska 37, entered in the Register of Entrepreneurs kept by the District Court for the capital city of Warsaw, 13th Commercial Division of the National Court Register, under KRS number 0000107635, share capital of PLN 224,500 (hereinafter: the "Guarantor"), hereby guarantees good quality and proper functioning of the products sold by the Guarantor, subject to the exclusions of products or their parts specified in this Warranty Card, on conditions specified below.

I TERRITORIAL SCOPE OF WARRANTY PROTECTION

The Guarantor declares that this warranty is valid on the territory of European Union (excluding: Austria, Czech Republic, Croatia, Hungary, Latvia, Lithuania, Estonia, Slovakia, Slovenia, Romania), UK, Norway, Mexico, Republic of South Africa, Australia and New Zealand excluding dependent territories of the above mentioned states.

II THE SUBJECT OF THE WARRANTY

1. The Guarantor guarantees the Buyer that it shall make repairs to the product or replace it with a defect-free item within the warranty period. Any defective products or their parts replaced with the new ones become the property of the Guarantor upon their replacement.
2. The Guarantor reserves the right to choose how the Buyer's rights under the warranty are to be exercised; moreover, the Guarantor may replace the product with a new one upon detecting a major defect or when the cost of repair exceeds the value of the product.
3. The warranty covers defects in material revealed during the use of the product, and defects resulting from faulty workmanship.

III NOT COVERED BY WARRANTY

1. Parts and sub-assemblies subject to natural wear and tear during operation, i.e.: filters, RO membranes, heaters, light bulbs, batteries, fuses, gels, etc.
2. Damage resulting from the use of the products in a manner inconsistent with the Instruction Manual, in particular mechanical, thermal damage, etc.;
3. The product that bears traces of repair not performed by the Guarantor or by the authorised service technician of the Guarantor;
4. Products made of porcelain, glass, ceramics;
5. Cosmetics, hygiene and cleanliness measures, Oxy Spray, timepieces, textiles, dietary supplements.
6. Hyperlight Optics**:
 - a) Scratches on the lenses are a normal consequence of use and are not covered by the guarantee, unless the Customer can prove that such a defect already existed at the time of delivery.
 - b) The guarantee also does not cover mechanical damage resulting from use, including, among others, loss of screws, broken frames, damage resulting from falling glasses; crushing the glasses; improper use and handling of the glasses.

IV WARRANTY PERIODS AND THE METHOD FOR CALCULATING DURATION

1. The warranty covers the following products or their parts and is granted for:
 - a) 24 months:
 - (I) EdelWasser, AqueenaEvo water purification device*;
 - (II) devices/products: TherapyAir iOn, TherapyAir Smart, TherapyAir MiniSter, CleanSy Mag, VacSy, MixSy, induction cooker, ArtMix Pro blender, coffee machines, Lotus shower head, Medolight BluDoc, Mylon, nebulizer, AcrobaZ board, LumbarQuano belt, multifunctional pillow, ExtraQuano products, covers (pillowcases) for Quanomed products;
 - (III) leather goods;
 - (IV) electrical devices;
 - (V) timepieces;
 - (VI) halogen lamps and fans, stands for BIOPTRON devices;
 - (VII) temperature indicators, valves;
 - (VIII) plastic, rubber elements;
 - (IX) wellness color filters;
 - (X) Hyperlight Optics**;
 - (XI) ion generator and housing for TherapyAir iOn and TherapyAir Smart;
 - (XII) rubber and plastic elements, three-way faucet hoses;
 - (XIII) non-stick coating in frying pans Zest by Zepter;
 - (XIV) ZEST by Zepter – Home Appliances.
 - b) 36 months:
 - (I) AqueenaPro water purification device*;
 - (II) Tuttoluxo device;
 - (III) cutlery manufactured in the People's Republic of China;
 - (IV) Infinity cutlery set.
 - c) 60 months:
 - (I) BIOPTRON medical devices (MedAll, Pro1, B2);
 - (II) Felix Solingen kitchen knives;
 - (III) TherapyAir Smart (power supply system, engine);

- (IV) kettle Latina;
- (V) three-way faucets;
- (VI) frying pans Zest by Zepter.

d) 10 years:

- (I) TherapyAir iOn (power supply system, engine – details in Manual for User);
- (II) Syncro-Clik cover components made of stainless steel: Cr/Ni 18/10, 304 or 316L;
- (III) cutlery manufactured outside the People's Republic of China;
- (IV) Quanomed products (made of latex foam with natural latex) in accordance with the conditions described in the Certificate supplied with the product.

e) 20 years:

- (I) cookware Zest by Zepter.

f) 30 years:

- (I) goods made of stainless steel: Cr/Ni 18/10, 304 or 316L, excluding the components indicated above.

2. The warranty period begins on the date of receipt of the product by the Buyer indicated in the shipping list or, in the case of purchase at a retail store, specified in the sales document.

V TIME LIMIT FOR COMPLAINT HANDLING

1. In case of a confirmed defect or malfunction covered by the warranty, the Guarantor shall repair or replace the product with a new one within 21 days of the date on which the complained product was made available to the Seller.
2. The addresses of service points are available at: <https://shop.zepter.com/Rules/Repair-centers> and on the e-mail address info@zepter.com
3. The warranty does not cover damage resulting from improper opening of the casing, unauthorized modifications, or unprofessional repairs performed by unauthorized persons.

VI OTHER TERMS AND CONDITIONS OF THE WARRANTY

1. The product may be accepted for repair only upon the submission of proof of purchase by the Buyer.
2. The Buyer accepts that in case of devices delivered and installed by the Guarantor, exercising by the Buyer the rights under this implied warranty will be possible only in case of servicing the devices by the authorized entity servicing the Guarantor's devices.
3. The product must be delivered for repair safely packed to prevent damage during international transport. The Guarantor recommends using the original packaging. The Buyer bears sole liability for any damage resulting from improper or insufficient packaging during transit."
4. The Guarantor reserves the right to refuse to repair dirty (not cleaned) products.
5. The Guarantor reserves the right to make technical improvements and changes to the design.
6. The Guarantor reserves the right to extend the time of repair if the required repairs cannot be made due to: a) lack of spare parts on the territory of the Republic of Poland, b) import restrictions of spare parts, c) Unforeseen random circumstances preventing repairs, d) Force majeure, e) sending the product for evaluation / opinion of the manufacturer about which the Guarantor is obliged to inform the Buyer. In such cases, the total repair time may not exceed 60 days from the date on which the product is made available.
7. Installation and service of EdelWasser, AqueenaPro and AqueenaEvo should be carried out by the Customer on their own or with local plumber or hire local company which provides such services – on Customer cost. These activities should be carried out according to the Manual for User delivered with product.*
8. This contractual warranty does not affect, limit, or suspend any statutory rights and remedies that the Buyer may hold under the applicable national legislation governing the sale of consumer goods. These statutory rights remain free of charge and independent of this warranty."

VII RECOMMENDATIONS OF THE GUARANTOR

1. Prior to using the product please read the Instruction Manual carefully, in particular the section pertaining to the safety of use and maintenance.
2. The Guarantor particularly recommends a non-gratuitous technical inspection of the Syncro-Clik lid after 24 months from the date of receipt of the product.
3. The Guarantor recommends that the Buyer keep the original packaging of the product in order to ensure its safe delivery to the service center. In the absence of the original packaging, the Buyer is obliged to provide appropriate alternative packaging that will protect the product during transport. The Guarantor shall not be held liable for any damage to the product occurring during transport resulting from grossly inadequate packaging of the shipment by the Buyer.