

WARRANTY

ZEPTEK 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.

1. TERRITORIAL SCOPE OF WARRANTY PROTECTION

The Guarantor declares that this warranty is valid on the territory of European Union, Switzerland, Norway, Mexico, Republic of South Africa, Australia and New Zealand dependent territories of the above mentioned states.

2. THE SUBJECT OF THE WARRANTY

a) 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.

b) 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.

c) The warranty covers defects in material revealed during the use of the product, and defects resulting from faulty workmanship.

3. NOT COVERED BY WARRANTY

- Parts and sub-assemblies subject to natural wear and tear during operation, i.e.: filters, RO membranes, heaters, light bulbs, batteries, fuses, gels, etc.
- Damage resulting from the use of the products in a manner inconsistent with the Instruction Manual, in particular mechanical, thermal damage, etc.;
- The product that bears traces of repair not performed by the Guarantor or by the authorised service technician of the Guarantor;
- Water purification devices that were not installed by the authorised service technician of the Guarantor;
- Water purification devices that were not subjected to servicing in the periods indicated by the Guarantor in the Service Calendar or instruction manual;
- Crystal goblets in the Magic Harmony glass collection;
- Products made of porcelain, glass, ceramics;
- Cosmetics, hygiene and cleanliness measures, OXY SPRAY, jewellery, textiles, groceries.

4. WARRANTY PERIODS AND THE METHOD FOR CALCULATING DURATION

The warranty covers the following products or their parts and is granted for:

a) 24 months:

- Edelwasser water purification system;
- Devices: Therapy Air, CleanSymag, Turbo Handy, VacSy, MixSy, Induction cooker, Zepresso Café coffee maker, Zepresso Trend Gold, Medolight, Medolight Blue DOC, More Juice Press, Color Therapy Filters, Fullerene glasses, Hairdryer, Blender
- Electrical apparatuses;
- Leather shoes;
- Watches;
- Halogen lights in BIOPTRON devices;
- Temperature indicators, valves;
- Plastic and rubber parts;
- The click system in the Magic Harmony glass collection.

b) 36 months:

- Aqueena Pro water purification system;
- Tuttoluxo and Tuttosteamy devices;
- Cutlery made in China,
- Infinity cutlery.

(c) 60 months:

- BIOPTRON medical devices (MedAll, Pro1, Biopton 2);
- Kitchen knives Felix-Solingen;
- 3-way faucets.

(d) 10 years:

- The elements of the Syncro-Clik lid made of Cr/Ni 18/10, 304 or 316L stainless steel;
- Cutlery made outside of China.

(e) 30 years:

- Products made of Cr/Ni 18/10, 304 or 316L stainless steel with the exception of parts of these products listed above.

With the reservation to the following sentence, the warranty period starts from the date of receipt of the product by the Buyer, which date is indicated in the consignment note or - in the case of the purchase at a retail shop - marked on the sales document (hereinafter: the day of receipt). In case of products installed by the Guarantor, the warranty period starts from the date of assembly, if the assembly was made within 3 months from the date of receipt. If the assembly is not completed within the time specified in the preceding sentence, the warranty period begins on the first day after the expiration of the above-mentioned deadline.

5. TIME LIMIT FOR COMPLAINT HANDLING

a) The Guarantor is obliged to inform the Buyer about the non-recognition of the complaint within 14 days from the date of receipt of the complaint application. Simultaneously, the Buyer accepts that in case of acceptance of the complaint by the Guarantor, the deadline for settling the complaint is 21 days from the

date of providing complained products to the Guarantor, unless the parties agree on a reasonable time that does not cause excessive difficulties for the Buyer.

b) The addresses of service points are available at: <https://shop.zepter.com/footer/rules/repair-centers> and on the e-mail address info@zepter.com

6. OTHER TERMS AND CONDITIONS OF THE WARRANTY

- The product may be accepted for repair only upon the submission of proof of purchase by the Buyer.
- 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.
- The warranty repair applies only to the product in the original, intact packaging.
- The Guarantor reserves the right to refuse to repair dirty (not cleaned) products.
- The Guarantor reserves the right to make technical improvements and changes to the design.
- This warranty does not exclude, limit or suspend the Buyer's rights under the implied warranty, (Consumer Rights Act of 30 May 2014, Dz. U. [Journal of Laws] of 2014, item 827, and the Act on the Amendment of the Civil Code, Dz. U. of 2014, item 121).

7. RECOMMENDATIONS OF THE GUARANTOR

- Prior to using the product please read the Instruction Manual carefully, in particular the section pertaining to the safety of use and maintenance.
- The Guarantor particularly recommends a non-gratuitous technical inspection of the Syncro-Click lid after 24 months from the date of receipt of the product.
- The Guarantor recommends that the Buyer should keep the original packaging of the product in order to use it in case of the need to deliver the product to a service point. In the absence of the original packaging, the Buyer is obliged to provide a proper packaging for the complained product, whereby the liability for any destruction of or damage to the product resulting from its improper packaging shall be borne solely by the Buyer.