

# WARRANTY / TERMS OF WARRANTY

VALID FROM 23.07.2025

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. Water purification devices that were not installed by the authorised service technician of the Guarantor;
5. Water purification devices that were not subjected to servicing in the periods indicated by the Guarantor in the Service Calendar or instruction manual;
6. Crystal goblets in the Magic Harmony glass collection;
7. Products made of porcelain, glass, ceramics;
8. Cosmetics, hygiene and cleanliness measures, OXY SPRAY, timepieces, textiles, dietary supplements.
9. 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 water purification device\*;
  - (II) devices/products: TherapyAir, TherapyAir MiniSter, CleanSy Mag, VacSy, MixSy, Induction cooker, ArtMix Pro blender, Zepresso coffee machine, Lotus shower head, Medolight BluDoc, Myion, 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 colour 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 frying pan coating.
- b) 36 months:
  - (I) Aqueena Pro 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, PRO 1, B2);
- (II) Felix Solingen kitchen knives;
- (III) TherapyAir Smart (power supply system, engine);
- (IV) Kettle (KE-002);
- (V) three-way faucets.

### 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 100% latex foam with natural latex) in accordance with the conditions described in the Certificate supplied with the product.

### e) 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 in 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](mailto:info@zepter.com)

## 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 warranty repair applies only to the product in the original, intact packaging.
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.
7. Installation and service of EdelWasser and Aqueena Pro 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 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).

## 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 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.