



Management System
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TERMS AND CONDITIONS OF WARRANTY

CONTENTS

TERMS AND CONDITIONS OF WARRANTY 1

A. GENERAL WARRANTY TERMS 1

B. CONDITIONS OF WARRANTY AND PRESERVATION 2

I. HOME APPLIANCES 2

1. Conditions of Warranty 2

2. Warranty is not applicable under conditions 3

3. Notes during Installation and Storage 3

II. SMALL APPLIANCES DOMESTIC 4

III. KITCHEN SINK 5

1. Conditions of Warranty 5

2. Warranty is not applicable under conditions 5

3. Notes during installation and storage 6

IV. SANITARY WARE & FITTINGS (INCLUDING KITCHEN TAP) 7

1. Conditions of Warranty 7

2. The warranty is not applicable under conditions 7

3. Notes during Installation and Storage 8

V. ARCHITECTURAL HARDWARE & FURNITURE FITTINGS (AH & FF) 8

1. Conditions of Warranty 8

2. The warranty is not applicable under conditions 9

3. Notes during Installation and Storage 9

4. For Lighting Equipment 9

VI. SMART PRODUCT 10

1. Condition of Warranty 10

2. The Warrnty is not applicable under conditions 10

3. Notes during Installation and Storage 10

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TERMS AND CONDITIONS OF WARRANTY

A. GENERAL WARRANTY TERMS

Häfele offers a 2-years warranty extension (**from the date of purchase**) for all manufacturing defects in material and workmanship under normal residential usage.

The exception on warranty period of **05 years (from the date of purchase)** shall apply one time to all Häfele kitchen sinks and 02 years (from the date of purchase) to sinks accessories. **01 years** (from the date of purchase) warranty extension applies one time to all **Smart products**.

1. The warranty provided by HAFELE VN LLC (Häfele) shall apply to manufacturing defects and covers for domestic/ household use only.
2. E-Warranty Card is not transferred and not replaced in the event of loss.
3. Warranty is effective for appliances purchased from an authorized Häfele dealer operated in Vietnam only.
4. End user shall only engage Häfele technicians or Häfele authorized service contractor to provide warranty related services.
5. The purchaser is required to present E-Warranty Card and original proof of purchase document when service is required.
6. Under the following circumstances, parts and labor will be chargeable even during the warranty period. The warranty **DOES NOT** extend to the followings:
 - a. The serial number of the appliance has been altered, tampered or removed.
 - b. The appliance has been tampered with, subject to misuse, negligence and damage while in transit.
 - c. The appliance has not been installed, maintained or operated in accordance with instructions given by manufacturers.
 - d. The appliance has undergone, repaired, modified, or dismantled by any other person prior verification of approval by Häfele.
 - e. Defects are caused by abnormal voltage or in-coming power supply from a generator.
 - f. Defects are caused by fire, lightning, electrical disturbance, negligence, accidents and other natural disasters or deviation from recommended application and installation.
 - g. Defects are caused by household pests such as lizard, rat, cockroach, etc.
 - h. Defects are caused by chemical reaction, excessive heat, excessive dust, corrosive surroundings, such as cement factory, animal farm, etc.
 - i. Components parts which require replacement in the ordinary course of use are caused by normal wear and tear by reasons of their characteristic, including accessories.
 - j. External appearance parts include cabinet and joints against damages, scratches and ageing.
 - k. Defects are caused by using low quality battery for battery-powered products (Alkaline battery is recommended).



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7. Warranty will be void if the appliance is being operated without Häfele genuine or recommended manufacturer.
8. It is strictly not covered for commercial application such as laundry shop, hotel/hostel, health center, restaurant & others (**only use for customers who are individuals, corporations, not authorized agent of Häfele**)
9. Häfele liability under this warranty is limited to repairing and / or replacing defective products only. The warranty does not cover any losses and damages caused directly or indirectly by the products.
10. Häfele reserves the right to impose additional charges or may refuse to attend to any products installed locations which are inaccessible and / or hazardous to its service agents.
11. Decisions by Häfele on all questions pertaining to complaints as results of defects, either workmanship or material shall be conclusive.
12. Authorized person, agents, service centers by Häfele shall not change, modify or extend the terms of these warranties in any manner.
13. The purchases will have no claim under this warranty in respect of personal injury, damages to property or consequential damage.
14. Non-observance of clause 6 and 9, Häfele reserves the right to reject the warranty claim.

B. CONDITIONS OF WARRANTY AND PRESERVATION

I. HOME APPLIANCES

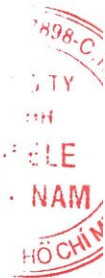
1. Conditions of Warranty

a. Repair or replacement of parts or accessories shall be free of charges if customers meet following conditions:

- The products are still during in the warranty period.
- Present E-Warranty Card or purchase invoice (From Häfele or its authorized dealers) when claiming for warranty.
- The E-Warranty Card is only valid within the territory of Vietnam.
- The product has been used properly and in accordance with the manufacturer's instructions.
- Failures, defects of the product are deemed to be caused by failures or defects of parts, accessories or faults of the manufacturer.

b. Replace with an equivalent new product for customers in following cases:

- It is impossible to repair or remedy failures of the product. Time to repair and remedy is too long compared with the request (over 5 months) – Then, will arrange another one which has similar function product with the failed one for temporarily use during repairing time.
- Warranty has been done for many times (for the same failure) within the Warranty period without remedying such failure. For the number of warranty times as a basis of exchanging for an equivalent new product, Häfele shall consider and determine at its discretion in each specific case.



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- Warranty time for replacement product will be the time-left of the first time purchase of defective product.

c. Return for New Product:

It could be returned for new product with similar features or new product of the same type with superior features. Depending on actual situation, the Parties shall agree upon the remaining value of damaged product to be returned as a basis for substitution with similar new product in accordance with this clause. Accordingly, the Parties shall agree upon the deference between the price of substitution product and that of substituted product either Party shall pay to other Party at the time of product exchange.

d. All failed or defective parts, accessories or products replaced according to this warranty article shall be the property of Häfele.

2. Warranty is not applicable under conditions

- Installation fittings, associated accessories, including: Bas, grill, refrigerator trays, parts or components made of glass (like hob glass) , etc.
- Breakages, scratches, and rust after use.
- Damage due to unstable and/or surging voltage.
- Damage with the sign of rodents and/or insects intrusion.
- Damage caused by improper installation and use outside of product specifications.
- Damage caused by being in use with other defective products.
- Product used for commercial purposes.
- Being replaced with non-genuine parts.
- Being installed and/or repaired by personnel that is not the staff of Häfele or authorized service centers of Häfele.
- Damage by force majeure such as acts of God.
- Wear and tear parts and components.

3. Notes during Installation and Storage

- For Class 1 equipment (according to IEC standards) and shall be in use with earthed electrical connectors.
- Properly install according to the instructions of manufacturer (supplied with products).
- A minimum ventilation space should be available (as per instructions of manufacturer).
- For electric and induction cookers: a thermal insulation from the drawers underneath is required.
- For gas cookers: Always check for gas leakage using soap or special tools right after installation.

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- Product should be cleaned properly during its use.

II. SMALL APPLIANCES DOMESTIC

1. Conditions of Warranty

The small appliances domestic include blender, hand blender, citrus juicer, juice extractor, slow juicer, air fryer, stand mixer, kettle, espresso machine, cutlery, cookware, air purifier, digital scale, vegebox, knife set, pressure cooker.

Häfele offer 1 year warranty extension (from the date activate the e-warranty) for all manufacturing defects in material and workmanship under normal residential usage.

We will issue an equivalent replacement or fixing without charge. We shall only accept to replace appliances provided that the product has been installed in accordance to installation instructions, used and cleaned as recommended and not damaged due to abuse, misuse or negligence. In case of a warranty claim, the owner will be required to provide as proof of purchase and a sales receipt (from Häfele or from an authorized agent of Häfele) and will enclosed with the phone number which activated the e-warranty, or the e-warranty stamp in case customer has not activated the e-warranty.

2. Warranty terms for customer in the areas where have Authorised Service Center (ASC)

- Customer bring product to the nearest ASC in the area, information and ASC address refer at website <https://cskh.hafelevietnam.com.vn/>
- Present E-Warranty Card or purchase invoice (From Häfele or its authorized dealers) when claiming for warranty.
- Technician at ASC will receive and confirm the product under warranty condition and provide completion time.

Technician handle and return the product to customer at received ASC.

3. Warranty terms for customer in other provinces

- Customer call Hafele hotline 18001797 for warranty guideline and transfer products to the nearest ASC (*), information and ASC address refer at website <https://cskh.hafelevietnam.com.vn/>
- Present E-Warranty Card or purchase invoice (From Häfele or its authorized dealers) when claiming for warranty.
- Technical at showroom will handle the product and then transfer back to customers.

(*) Shipping cost from customer address to Hafele Service Center and return will be paid by Hafele Vietnam.

4. Warranty is not applicable under conditions

- Installation fittings, associated accessories.
- Breakages, scratches, and rust after use.
- Damage due to unstable and/or surging voltage.
- Damage with the sign of rodents and/or insects intrusion.
- Damage caused by improper installation and use outside of product specifications.
- Damage caused by being in use with other defective products.
- Product used for commercial purposes.

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- Being replaced with non-genuine parts.
- Damage by force majeure such as acts of God.
- Wear and tear parts and components.

5. Notes during Installation and Storage

- For Class 1 equipment (according to IEC standards) and shall be in use with earthed electrical connectors.
- Properly install according to the instructions of manufacturer (supplied with products).
- Product should be cleaned properly during its use.

III. KITCHEN SINK

1. Conditions of Warranty

Häfele offers a 5-years warranty extension (**from the date of purchase**) for all manufacturing defects in material and workmanship under normal residential usage and 2-years warranty extension for accessories.

We will issue an equivalent replacement sink without charge, excluding transportation and any labor costs. We shall only accept to replace appliances provided that the product has been installed in accordance to installation instructions, used and cleaned as recommended and not damaged due to abuse, misuse or negligence. In case of a warranty claim, the owner will be required to provide as proof of purchase and a sales receipt (from Häfele or from an authorized agent of Häfele).

Manufacturing defects covered by this warranty are under conditions of (**when customer receive and check**):

- Thermal cracking
- Inconsistent color
- Surface blemishes
- Bubbling

2. Warranty is not applicable under conditions

- Improper installation or modification of original product
- Incorrectly drilled holes
- Cuts and nicks
- Abuse or misuse (i.e. damage due to heavy objects dropped into the sink, hot pots exceeding 280°C placed into the sink)
- Scratches resulting from scrubbing with steel wool, abrasive pads or cleaners
- Improper application such as exposure to corrosive chemicals
- Rusted or eroded surface when in use
- Defects are not from manufacturing faults

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- Shipping or freight damage
- Any commercial application (**for customers who are individuals, organizations, not authorized agent of Häfele**)

This warranty does not allow recovery of any indirect, incidental, special or consequential damage in any way related to this product. This warranty is extended only to the original consumer purchaser of the product.

Häfele reserves the right to inspect any sinks prior to replacement.

All failed or defective parts, accessories or products replaced according to this warranty article shall be the property of Häfele.

In order to obtain service under warranty, a written notification must include the following information:

- Date of purchase and installation
- Proof of purchase and sales receipt
- Description of defect and faults
- Model code or name of products

3. Notes during installation and storage

- Many of the products will be inserted in the final stages.
- If products need to be installed during construction, they are required shielding wrapped products carefully.
- Clean your sink after every use with hot water, a plain soapy detergent and a soft cloth. Common stains are removed immediately.
- Common stains caused by foods or liquid which are stained easily (tea, coffee, juice etc.), must be removed immediately by using very hot water and a cleaning product.
- Difficult stains, such as ink, oil, or paint must be removed immediately by using a cloth dampened in denatured alcohol.
- Abrasive cleaning powders, creams or dangerous chemical products must not be used.
- When in use, there will be lime buildup, especially on the bottom of the sink, which will progressively increase in thickness. This layer of lime buildup is very porous and easily stained. By following a certain procedure you can remove easily any buildup twice a week:
 - Cover the bottom of the sink with water and plain vinegar (or a specifically designed product fighting lime buildup), and let it soak for a few hours...
 - Rub strongly with the hard side of a sponge until the lime, dirt and any stains are removed.
 - Rinse thoroughly with water.
- Cleaning regularly (1-2 times per week)

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IV. SANITARY WARE & FITTINGS (INCLUDING KITCHEN TAP)

1. Conditions of Warranty

a. Repair or replacement of parts or accessories shall be free of charges if customer meets following conditions:

- The product still during in the warranty period.
- Present purchase invoice or delivery note (From Häfele or its authorized dealers) when claiming for warranty.
- The product has been used properly and in accordance with the manufacturer's instructions.
- Failures, defects of the product are deemed to be caused by failures or defects of parts, accessories or faults of the manufacturer.

b. Replace with an equivalent new product for customer in following cases:

- It is impossible to repair or remedy failures of the product. Time to repair and remedy is too long compared with the request.
- Warranty has been done for many times (for the same failure) within the Warranty period without remedying such failure. For the number of warranty times as a basis of exchanging for an equivalent new product, Häfele shall consider and determine at its discretion in each specific case.

b. Return for New Product:

It could be returned for new product with similar features or new product of the same type with superior features. Depending on actual situation, the Parties shall agree upon the remaining value of damaged product to be returned as a basis for substitution with similar new product in accordance with this clause. Accordingly, the Parties shall agree upon the deference between the price of substitution product and that of substituted product either Party shall pay to other Party at the time of product exchange.

All failed or defective parts, accessories or products replaced according to this warranty article shall be the property of Häfele.

2. The warranty is not applicable under conditions

- Accessories, connected materials and products, or related products for installation purpose.
- The consumables (e.g. filters, filter cartridges, aerators or batteries) or material subject to wear and tear (such as seals or hoses) are affected
- The defect was caused by a breakage of fragile parts (e.g. glass or light bulbs)
- The deviation in operations and performance are allowable for product standard.
- The defect occurs due to missing or incorrect maintenance
- The defect occurs due to aggressive environmental influences such as chemicals, cleaning agents, lime scale or disruptions due to ice and/or lime
- The defect was caused by transport, installation or any trial operation of the product
- The damage is caused by a defective product

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- Any product is sold for display purposes.
- The defect is attributable to incorrect use or incorrect handling of the product
- The defect is caused by act of gods or force majeure

3. Notes during Installation and Storage

- The pipes and the fixture must be installed, flushed and tested as per the applicable standards to avoid any deposits in filter.
- Never use cleaning materials, which contain hydrochloric acid, formic acid, chlorine palely or acetic acid, as they cause considerable damage
- Clean the fitting with a little soap and moist cloth only, then simply rinse off and wipe dry. You can avoid lime spots by drying the fitting each time it is used
- The building up of calcifications has to be removed by cleaning regularly

V. ARCHITECTURAL HARDWARE & FURNITURE FITTINGS (AH & FF)

1. Conditions of Warranty

c. Repair or replacement of parts or accessories shall be free of charges if customer meets following conditions:

- The products are still during in the warranty period.
- Present purchase invoice or delivery note (From Häfele or its authorized dealers) when claiming for warranty.
- The product has been used properly and in accordance with the manufacturer's instructions.
- Failures, defects of the product are deemed to be caused by failures or defects of parts, accessories or faults of the manufacturer.

d. Replace with an equivalent new product for customer in following cases:

- It is impossible to repair or remedy failures of the product. Time to repair and remedy is too long compared with the request.
- Warranty has been done for many times (for the same failure) within the Warranty period without remedying such failure. For the number of warranty times as a basis of exchanging for an equivalent new product, Häfele shall consider and determine at its discretion in each specific case.

e. Return for New Product:

It could be returned for new product with similar features or new product of the same type with superior features. Depending on actual situation, the Parties shall agree upon the remaining value of damaged product to be returned as a basis for substitution with similar new product in accordance with this clause. Accordingly, the Parties shall agree upon the differences between the price of new substitution product

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and defective substitution product that either Party shall pay to other Party at the time of product exchange.

All failed or defective parts, accessories or products replaced according to this warranty article shall be the property of Häfele.

2. The warranty is not applicable under conditions

- The failure is not due to manufacturing errors.
- The damage caused by transportation and installation un-accordance with manufacturer's instructions.
- Customers store product in incorrect conditions, arbitrarily changed product structure synchronization.
- The surface damage caused by the construction, improper storage products, such as for products in direct contact with chemicals, dirt, environment with high humidity, ...
- Surface corrosion during using, or rusted components for galvanizing steel.
- Use the excess load and parameters of the product allows.
- The damage caused by defective products.
- The products exhibited and the like.
- The product is not used in accordance with its purpose.
- Damage caused by force majeure natural disasters such as floods, fires, ...

3. Notes during Installation and Storage

- Many of the products will be inserted in the final stages.
- If products need to be installed during construction, they are required shielding wrapped products carefully.
- Do not let dirt, lime, plaster walls, falls inside or on the surface of the product.
- Do not leave the product exposed to corrosive chemicals such as gasoline, harsh detergents, high concentrations of chlorine, acetone solvents, acids, benzene, ...
- Chemicals are proposed for surface cleaning and preservation product is RP7, WD40, Autosol with a soft, dry cloth.

4. For Lighting Equipment

The warranty is not applicable under conditions:

- The product wire has been shorted for connecting purpose.
- Install and use in un-accordance with the rules of electrical safety.

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- Use the number of lights with a total output capacity of less than the minimum required for driver of 350mA range.
- Use the number of lights with a total capacity exceeding capacity limits of Driver.
- The damage caused by voltage spikes will not be covered by warranty.
- The signs of damage caused by rodents, insects devoured intrusion will not under warranty.

VI. SMART PRODUCT

1. Conditions of Warranty

The smart products include digital door lock, safe-box, video door phone, auto sliding door, access control

- The products are still during in the warranty period.
- Present E-Warranty Card or purchase invoice (From Häfele or its authorized dealers) when claiming for warranty.
- The E-Warranty Card is only valid within the territory of Vietnam.
- The product has been used properly and in accordance with the manufacturer's instructions.
- Failures, defects of the product are deemed to be caused by failures or defects of parts, accessories or faults of the manufacturer.

2. The warranty is not applicable under conditions

- Damage due to unstable and/or surging voltage with electrical products
- Damage due to using low quality battery for battery-powered products
- The damage caused by transportation, installation and usage un-accordance with manufacturer's instructions.
- The damage caused by the construction, improper storage products, such as for products in direct contact with chemicals, dirt, environment with high humidity, ...
- Being replaced with non-genuine parts.
- Damage by force majeure such as acts of God.
- Wear and tear parts and components.

3. Notes during Installation and Storage

- Many of the products will be inserted in the final stages.
- If products need to be installed during construction, they are required shielding wrapped products carefully.
- Do not let dirt, lime, plaster walls, falls inside or on the surface of the product
- Do not leave the product exposed to corrosive chemicals such as gasoline, harsh detergents, high concentrations of chlorine, acetone solvents, acids, benzene, ...

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- Check and replace batteries periodically every 6-12 months, using Alkaline Batteries for all Battery Powered Products.



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