

1. Warranty

Warranty repairs are carried out on behalf of:

REMOSKA s.r.o.

Markova 1768

744 01 Frenstat pod Radhostem

The manufacturer warrants the quality and design of this product for a period of **36 months** from the date of sale.

Furthermore, it warrants all functions set by applicable binding technical norms provided that the user complies with the correct use of the product as set out in the instructions for use.

The warranty covers defects caused by the use of demonstrably defective material or faulty design, on condition that no unprofessional repairs, modifications or unauthorised actions have been carried out on the appliance.

A claim may be made by the user to the seller who sold the product, or by despatching the product duly packaged with the certified warranty card directly to Remoska South Africa, the duly appointed agent for REMOSKA s.r.o.

In the event of a justified claim the product will be repaired free of charge.

The provision of Civil Code 619, 622 et seq. apply to other procedures, exchange of goods or contract termination.

Claims cannot be accepted without due completion of the warranty card, equipped with date and stamp of the shop or, in the event of a product not duly packaged, as a result of which it has suffered damage during transportation or in the event of the delivery of a non-complete or dismantled product.

2. Returns policy

- After purchase, there is a seven day cooling-off period during which you can return the goods for a refund
- Within the seven day period, the goods are to be returned in its original packing and the courier costs will be incurred by the purchaser.
- Should the goods prove to be defective or unfit for purpose within six months of purchase, you may choose a refund, replacement or repair.
- In all cases, you must produce a valid proof of purchase, i.e. electronic invoice/receipt or proof of payment.