

Warranty conditions stainless steel and coated products

1. Scope of application

These warranty conditions only apply to sinks supplied by the guarantor.

2. Quality assurance statement

On the conditions below, Reginox guarantees that its sinks are designed and manufactured without defects and that they are reliable, provided they are used correctly in private households and, in the event of corporate customers, in accordance with the instructions.

3. Warranty conditions

3.1 During the warranty period, the warranty covers manufacturing and user-related defects resulting from a fault of the manufacturer and it guarantees the repair or replacement of parts or, if repairs are not possible, the replacement of the entire sink, free of charge. The buyer is obliged to return the defective product to the seller's main establishment, along with the documents referred to in Section 3.2.

3.2 Quality claims or transit damage must be submitted to the sales location within one month of reporting the defect. When submitting a complaint, please state the product model, the date of purchase and the type of defect. Providing proof of purchase is mandatory, i.e. documentary evidence from the installer or seller, showing the date of sale and the signature of the seller. Complaints submitted without the above evidence are not accepted. The costs for time spent on unfounded complaints are charged to the customer.

3.3 The warranty service is provided within 21 business days of the notification of the defect. Reginox reserves the right to extend this period or to remedy defects in the event of force majeure. We will notify the claimant thereof.

3.4 When remedying a defect, Reginox reserves the right to determine whether a product is fully or partially repaired or whether it is replaced.

3.5 The buyer must check the entire product and accessories at the time of purchase, even if the product is delivered in its original packaging. Subsequent complaints about damage to the external surfaces submitted after receipt or installation are not accepted.

3.6 Warranty claims will not be processed in the following cases:

- Defects in the surfaces of the product that were present at the time of purchase and which were not reported to the seller;
- Improper use or use that does not comply with the user instructions;
- Improper use or use that does not comply with the maintenance instructions;
- The costs of disassembly and reassembly of the sink, in the event of defects and replacement of the sink (see Section 3.9);
- Destruction or damage due to force majeure; mechanical destruction or damage to the product, for example transit damage;
- Mechanical damage due to bumping, impact or scratching;
- Thermal and chemical damage;
- Use that does not correspond with the intended use of the product;
- Use that does not correspond with the instructions for installation, service, use and maintenance in the manual;
- Damage as a result of contaminated water or a failure to use a water filter;

- Repairs or adjustments by unauthorised persons;
- The use of non-original parts;
- The consequences of normal wear and tear to parts during normal use;
- public use or use outdoors.

3.7 The warranty does not cover any activity associated with use, such as ongoing maintenance, descaling or cleaning, which the user must carry out at his own expense.

3.8 Reginox is not responsible for injury or damage arising from one of the reasons referred to in Section 3.6.

3.9 Reginox does not cover any additional costs arising from replacing a kitchen sink, if it was installed in such a way that removal is not possible without causing damage to kitchen equipment, including the worktop. We cannot be held responsible for any other consequential damage suffered by the customer. The customer is not entitled to compensation for this type of damage.

3.10 The warranty period for individual products, starting from the day of purchase, is:

- A lifelong warranty on the stainless steel sink, internal hidden defects in materials, deformations and stresses during the production process.
- A three-year warranty on the coated steel sink, internal hidden defects in materials, deformations and stresses during the production process.
- A two-year warranty for the drain system and other accessories.

4. Instructions regarding assembly, maintenance and operation

Detailed directions for assembly, maintenance and operation are included in the enclosed instructions or can be found on the Reginox website, www.reginox.com. The customer is obliged to take note of the conditions and instructions for assembly and maintenance and to act accordingly. Failure to follow these directions may invalidate the warranty. The warranty for consumer goods does not exclude, limit or suspend the rights of the buyer arising from nonconformity with the agreement under the Act on special conditions of sale to consumers of 27 July 2002 and amendments to the Netherlands Civil Code (Bulletin of Acts and Decrees 01.141.1176).

Warranty conditions of 01/01/2018. Proof of purchase is necessary to be able to claim under the warranty.