

REGINOX WARRANTY STATEMENT

Reginox applies the general terms and conditions of delivery issued by Koninklijke Metaalunie, filed with the Registry of the Rotterdam District Court (Metaalunie Conditions 2025). If the warranty statement below deviates from the Metaalunie Conditions, the Reginox warranty statement shall take precedence.

The undersigned:

the private limited liability company Reginox B.V., having its registered office in Rijssen, registered with the Chamber of Commerce under number 06040929 and represented in this matter by its director W. ter Steege, hereinafter referred to as “Reginox”;

hereby declares to:

the customers of Reginox worldwide, hereinafter referred to as the “customer”;

with regard to:

stainless steel sinks – PVD sinks – stainless steel worktops – stainless steel bar tops – ceramic sinks – Regigranite sinks – taps – synthetic worktops – fittings – accessories

to provide a warranty subject to the following provisions:

Article 1: Duration and description of the warranty

1. Reginox guarantees the soundness of the delivered product for a period (see paragraph 5) following delivery.
2. If the product referred to in paragraph 1 proves to be unsound, Reginox will decide whether to remedy the defect or to credit the customer with a proportionate part of the contract amount. In all cases, the customer must give Reginox the opportunity to remedy the defect. If Reginox chooses to remedy the defect, Reginox will determine the method and timing of execution. Reginox will decide whether a product is to be repaired or replaced.
3. Parts or materials that are repaired or replaced by Reginox must be returned to Reginox by the customer.
4. In all cases, the following costs are borne by the customer:
 - a. costs for disassembly or assembly;
 - b. travel and accommodation expenses.
5. Warranty periods apply provided installation, use and maintenance have been carried out in accordance with the prescribed instructions (see annexes):

Stainless steel sinks	lifetime
Stainless steel worktops	5 years
Stainless steel bar tops	5 years
PVD sinks	3 years
Regigranite sinks	10 years
Ceramic sinks	10 years
Taps	2 years
Plastic worktops	2 years
Strainers and waste kits	1 year
Other fittings	1 year
Accessories	1 year

Article 2: Warranty service

A warranty request must be submitted to the After Sales & Service department via the following email address: sales@reginox.com. The request must include the following information: order number with item number and date of purchase, along with a clear description of the issue, including visual material (photo of the issue and of the product as a whole) and, if possible, a photo of the production label. Consumers must submit warranty claims to their (kitchen) supplier. Reginox does not process claims from consumers regarding products not delivered directly to them by Reginox.

Reginox aims to process the warranty report within 5 working days after receipt of the customer's report. Reginox reserves the right to extend this period.

Article 3: General exclusions

1. The warranty excludes:
 - defects resulting from normal wear and tear;
 - defects caused by improper use;
 - defects resulting from installation, use and/or maintenance not in accordance with the prescribed instructions. These instructions are supplied with the product and/or can be found on the website (see www.reginox.com);
 - damage to the product caused during transport from Reginox to the customer if not reported to us within 48 hours of receipt;
 - damage due to impact, collision or scratching;
 - thermal and chemical damage;
 - damage due to water contamination.
2. Reginox is only obliged to fulfil its warranty obligations if the customer has met all their obligations to Reginox (both financial and otherwise), or has provided sufficient security for such obligations.

Article 4: Special exclusions

Colour differences in PVD taps and PVD sinks

Subtle colour variations may occur in PVD coloured products; this is inherent to the production process in combination with the use of different materials. Such variations do not constitute a defect.

Article 5: Liability

1. Except for compliance with the above warranty obligations, the liability for damages, on any legal basis whatsoever, is limited to the damages for which Reginox is insured under an insurance policy concluded by it or on its behalf. However, the amount of this liability will never exceed the amount paid out in the relevant case under that insurance.
2. If, for any reason, Reginox cannot invoke the limitation in paragraph 1, its liability for damages shall be limited to a maximum of 15% of the total contract amount (Reginox sales order) (excluding VAT). If the agreement between Reginox and the customer consists of parts or partial deliveries, liability for damages is limited to a maximum of 15% (excluding VAT) of the contract amount (Reginox sales order) of that part or partial delivery.
3. No compensation is provided for any form of consequential damage, including but not limited to loss due to delays, production losses, lost profits, penalties, transport costs and travel and accommodation costs.

Article 6: Duty to report defects

1. The customer can no longer invoke a defect in the performance(s) referred to in Article 1 if the defect is not reported to Reginox in writing, as described in Article 2, within fourteen days after the customer has discovered or reasonably should have discovered it.

Article 7: Analogous application

1. The provisions of Articles 1 to 6 apply mutatis mutandis to any claims by the customer based on non-performance, non-conformity or any other legal basis.

Article 8: Transferability

1. Warranty claims are non-transferable. This clause has proprietary effect.