

# TPB TECH WARRANTY CONDITIONS

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## **TPB tech® WARRANTY CONDITIONS**

### **2 YEAR WARRANTY**

The **TPB tech®** Warranty is a **commercial warranty which we offer you as a manufacturer in addition to and independently of any rights you have vis-à-vis the seller deriving from the contract of sale of your TPB tech®**, rights which are regulated in heading V of Legislative Royal Decree 1 enacted on November 16th 2007, **and the latter are independent and compatible with those granted in the present commercial warranty**. Said legal text, whose content we recommend you consult, will help you as a consumer and user to select, in the event there is a lack of conformity of the product with the contract. In the event that you detect any lack of conformity in your **TPB tech®**, please inform us forthwith after finding this out to avoid any greater inconvenience.

### **WHAT DOES THE TPB tech® WARRANTY COVER?**

The **TPB tech®** warranty that we offer you as the manufacturer covers, for a period of two years as from the purchase, **the total costs of the repairs made** by the Official Technical Assistance Service of **TPB tech®**, **as regards any lacks of conformity in place at the time of delivery of the appliance**. It will be assumed to be compliant provided that the following requirements are met:

- a) It fits in with the description provided by **TPB tech®** in its catalogues, online, Instructions' Manual and under the Terms of the **TPB tech Warranty®**. The Terms of the **TPB tech®** Warranty will be delivered to the user before the assembly of **TPB tech®**. The document granting the official warranty of **TPB tech®** is the specific document of the **TPB tech® TERMS OF WARRANTY** duly signed (by a TPB authorised party and by the end user) including the personal data of the end user and specifically stating the acceptance date as well as the final installation date of the **TPB tech® board**.
- b) It is suitable for the uses for which appliances of the same type are usually used for.
- c) They are endowed with quality and services usual for an appliance of this type.

Remember that whilst the household electrical appliance is being repaired or when it has been replaced, the period during which you can exercise the rights you have with regard to the seller, as well as those stated in the warranty we also offer you, is temporarily suspended until the delivery of the repaired or replaced TPB tech®, as from which time you will have available the non-consumed period and in any case six months.

**EXCLUSIONS:** The cover of the present warranty excludes the following, hence the repair will be the responsibility of the user:

a) Any breakdowns caused by wilful acts, negligence or misuse of the appliance by the customer or third parties. For example, misuse is considered: - to be leaving the pot or frying pan on top of the cooking control and programming commands of TPB tech®-TPB TECH worktops installed outdoors if there is the possibility that its surface is exposed directly to the solar beams,- when an oven or an appliance has been installed under the inductors.

b) Any breakdowns caused by Acts of God, force majeure (atmospheric or geological phenomena) and, generally speaking, any breakdowns caused by elements not related with the appliance itself.

c) Said interventions which derive from the poor installation of the appliance or lack of maintenance thereof, all in accordance with the usage and installation recommendations set out in the Instructions' Book and/or Installation Manual.

d) Any aesthetic deterioration and wear and tear caused by usage as well as appliance maintenance operations. Aesthetic deterioration and wear and tear are taken to mean any scratches to the surface, any chips because of impacts and embedded stains. The warranty excludes any scratches or nuances caused to the control viewfinder of the TPB tech® cooking programming commands.

e) Any appliances intended for industrial or professional uses.

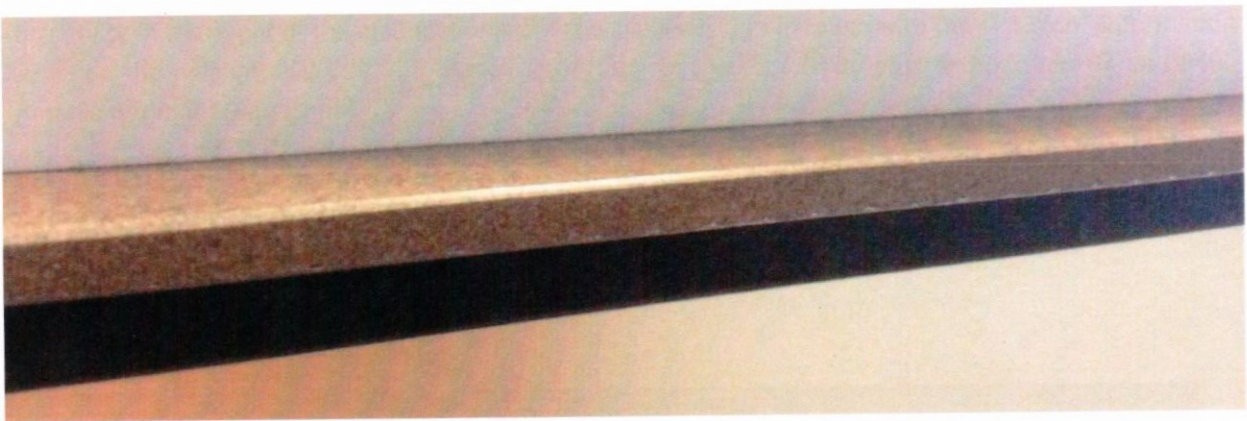
f) Any defects and damages to the product caused by the transport thereof provided they are not attributable to TPB tech®.

g) Any surface cracks (so-called "spots" which may appear on the surface of the first porcelain coat of the material. Surface cracks are regarded as purely aesthetic deterioration as they do not alter the qualities and services of the TPB material. Surface cracks on TPB are regarded as scratches to the glass.

h) Splashes on the porcelain. You should be warned that any porcelain material may sometimes have splashes of a different colour than that of the surface (pinhead type) owing to the specific nature and treatment to which the material is subject). This circumstance is particularly prevalent and visible if the texture has no engraving and the chosen finish is very bright or very dark.



i) The light finish in zig-zag on the chiselled perimetral edge of the plate, seen between porcelain coat and the aluminium coat, which is viewed at a very short distance. This look in no way exemplifies the quality or the high performance of your TPB tech® tabletop.



j) Nuanced areas or changes in tone on the porcelain surface. The TPB tech® surface coat is made of porcelain and by its very nature it may show changes in tone. Porcelain material is a natural product. No stone is the same as another and hence slight differences in tones cannot be avoided.

k) If there is any unevenness in the furniture where TPB tech® is situated.

l) If the user cooks using recipients and a cooking set not adapted for cooking with TPB tech®.

All appliances must be installed in an accessible manner for our technicians and the user is liable for the layout and expenses enabling access to the appliance for its repair and/or replacement .

TPB will not bear any expenses which may derive from any replacement of the TPB tech® board (plumbing, painting...)

**VERY IMPORTANT:** to be a creditor to this warranty, it is absolutely vital that the user proves to the Official Technical Service of the guarantor, **the date of purchase by means of the invoice or ticket issued by the appliance vendor. This warranty excludes any products that have not been wholly paid for.** In the event of appliances supplied in new works the date of availability for use of the appliance should be proved sufficiently. Any callouts will not be covered by the present warranty.

All our technicians must be accredited as an Official TPB Service. For your benefit identification will be required. The present Warranty will only be valid in the country where the invoice was issued and it will be valid if granted by TPB tech®. Our registered offices are situated at C/ Cardedu, 6- Pol. In. Montguit, 08480 L'Ametlla del Vallès, Barcelona.

#### **CANCELLATION OF THE PRESENT WARRANTY.**

This warranty will be cancelled and null and void if the appliance has been tampered with, modified or repaired by unauthorised people or technical services who are not TPB brand officials.

#### **CONSULTATIONS AND COMPLAINTS**

For any **consultation, clarification or approach with regard to complaints or claims** related with this warranty or in the event of the malfunctioning of the appliance, get in touch with the TPB tech® Information Centre on the helpline 902 024 755, e-mail [info@tpbarcelona.com](mailto:info@tpbarcelona.com) or by post to Apartado 67 de 08480 L'Ametlla del Vallès (Barcelona).

You can also go to any **body or entity** pertaining to the Autonomous Communities of the Local Corporations **competent in terms of consumer rights** and/or the competent Courts of Barcelona.

#### **Identification of the appliance**





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Mr. ...., endowed with NIF (taxpayer no.)....., acting on behalf of TPB- TOP PORZELANIK BARCELONA whose registered offices are situated at 08480 L'Ametlla del Vallès (Barcelona) , Calle Cardedeu del Pol.In.Monguit.

Mr....., endowed with NIF (taxpayer no.)..... and whose registered offices are situated at.....indicated as the buyer and/or end user of TPB tech® which I have received the present document of TPB tech TERMS OF WARRANTY and I have understood the content of the whole document.

Stamp and signature of the TPB representative

Signature of the buyer/end user TPB tech®.

Date of the signature of the acceptance of the TPB tech® TERMS OF WARRANTY

TPB tech® Warranty Order no.....covers until the date.....