



Elettrodomestici Audio Video

ELEKTRO'S di Bonfigli Gianni

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Right of withdrawal and Warranty

Warranty Conditions:

Preamble: The trademarks Nuova Simonelli, Bezzera, Quick Mill, Victoria Arduino, Izzo, ECM, La Pavoni, Eureka and Fiorenzato have no technical support centers in the world. All authorized dealers must ensure their own products for the duration of 24 months. As a result of this warranty clauses are below:

1) All products sold by ELEKTRO'S di Bonfigli Gianni are covered by standard warranty of the producer and by 24 months warranty for the defects of conformity, under the D.L. 24/02. To use the warranty the customer will have to keep the invoice or fiscal receipt that he will receive along with the goods.

2) The guarantee of 24 months under Italian law D.L. 24/02 is applied to the product having a defect of conformity, provided that the same product is correctly used, in accordance with its destination of use and according to what stated in the attached technical documentation. Such guarantee is reserved to the private consumer (physical person that purchases goods for purposes not referring to his own professional activity, and makes the purchase without indicating on order form a VAT reference). In case of defect of conformity, the ELEKTRO'S of Bonfigli Gianni, provides, without expenses for the customer, to restore conformity of the product by repair carried out at the headquarters located in Piazza P.Togliatti 14- Tolentino (MC) Italy. Good will be returned by the customer, at its own expense (**note 1-2**) in the original package, complete in all parts (including packaging and any documentation and accessory equipment: manuals, cables, etc...); to limit damages to the original package, we recommend to enter it into a second box; it should be avoided in all cases affixing labels or adhesive tapes directly on the original package of the product. The return of the product repaired by us will be made at our expense. If, following reparation, the defect should not be a lack of conformity under Italian Law D.L. 24/02, eventual costs of verification, restore and shipment incurred by ELEKTRO'S di Bonfigli Gianni will be charged to customer.

Note 1 On products COFFEE MACHINES, GRINDERS, in case of defects within the first six months, ELEKTRO'S agrees to pay shipping costs to return the defective product

Note 2 From the 6th month to the 24th month of the warranty period, ELEKTRO'S undertakes to return the product, giving instruction to its courier and charging partially the customer the cost of transport as follows:

Italy € 10,00 ; Germany € 15,00 ; Austria, Belgium, France, Luxembourg, Netherland € 19,00 ; Spain, UK, Denmark, Sweden € 24,00 ; Portugal, Slovakia, Finland € 30,00 ; Ireland € 38,00 ; Poland , Czech Rep., Hungary, Greece € 39,00

3) Warranty claims do not exist for:

The aesthetic parts that make up the coffee machine, the group gasket, the filter holder, coffee filters, the water tank. Also, there is no warranty for all those parts that are defective for use with high limestone in water. In this respect it is highly recommended the use of water with low-calcium

4) The time to repair the product depend solely on the policies of the producer and no damage can be requested to ELEKTRO'S di Bonfigli Gianni for eventual delays in repairs or replacing.

5) During the purchase the client has accepted the aforesaid warranty terms.

Right of withdrawal

Under Legislative Decree 206/2005 of the Consumer Code, the consumer may exercise the right to cancel the purchase contract by sending, within ten working days from the day of receipt of goods, a written notice by registered letter with acknowledgment of receipt.

Notice should indicate:

the will to terminate the contract

the product for which customer intends to cancel the contract

customer's complete data written in BLOCK LETTERS with a clear and legible handwriting

invoice number or fiscal receipt issued at the time of purchase

This communication shall be addressed to:

ELEKTRO'S di Gianni Bonfigli

Piazza p.Togliatti 14

62029 Tolentino (MC) ITALY

phone 0039 0 733 972820

It is an essential condition, for exercising the right of withdrawal, the substantial integrity of product to be returned. If products returned are damaged, incomplete, dirty and used they will not be refunded.

Elektro's will contact customer indicating how to return goods.

Customer will return goods at his own expense, in addition, the customer must refund the transport costs incurred by Elektro's.

Shipment can be effected through postal service or express courier. Return shall be effected within 15 working days from receipt of goods.

The products can be returned to following address:

ELEKTRO'S di Gianni Bonfigli

Piazza p.Togliatti 14

62029 Tolentino (MC) ITALY

Phone 0039 0 733 972820

Goods should be accompanied by fiscal document. Customer following the return procedures above-mentioned has the right to be refunded for goods returned according to art 67 of consumer code and will be credited on credit card used to pay the purchase.

If customer wish product to be replaced, he will have to send a mail (always within 10 working days from date of receipt of goods) to the address elektros@elektros.it. Products incomplete, damaged or dirty will not be replaced. Elektro's will check the availability of replacement product and will indicate, answering by mail, the shipment terms.