

Warranty terms and conditions

Date February 4, 2021

What is covered under warranty:

Technical errors in materials and / or finish

Warranty period starts on the date of purchase by the customer (i.e. invoice date Group Nivelles)

If damage is found, this must be stated on the delivery note / CMR. If goods are damaged and still have to be hung, permission must first be obtained from our service desk (services@groupnivelles.com). Assembled without prior permission equals accepted.

* Cases excluded from warranty:

- Claims not caused by technical error by Group Nivelles NV;
- Claims caused by assembly not carried out by Group Nivelles NV;
- Damages as a result of maintenance not in accordance with the regulations (see maintenance instructions in the packaging of the goods);
- Damages as a result of a poorly ventilated room (room must be ventilated according to generally applicable standards);
- Damages as a result of leaks in supply and discharge pipes;
- Claims caused by external influences;
- Losses due to defects in products not produced by Group Nivelles NV;
- Damages that can be detected on delivery and that are not stated on the delivery note / CMR;
- Color deviations from the sample colors;

Warranty category	Warranty type:
Cases excluded from warranty*	Material, relocation of technician ** and hours of technician *** are charged
Mirrors and lighting 1st year from date of purchase	Global warranty Material, relocation of technician ** and hours of technician *** are charged
All other articles 1st year from date of purchase 2nd year after purchase date 3rd year after purchase date 4th year after purchase date 5th year after purchase date Following years	Global warranty Relocation of technician is charged** Relocation of technician is charged** Relocation of technician** and hours of technician are charged*** Relocation of technician** and hours of technician are charged*** Material, relocation of technician ** and hours of technician *** are charged

If we can determine that it concerns an improper intervention, the material, relocation technician ** and / or technician hours * will be charged.**

** Relocation of technician: call-out costs for the relocation at € 75.00, excl. VAT.

*** Hours of technician: are charged at € 50.00 (per ½ hour), excl. VAT.