

## Warranty terms and conditions

Date July 6, 2023

### What is covered under warranty:

Technical errors in materials and / or finish

### \* 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);
- Damage caused by using water that is warmer than 65° Celsius;
- Damage caused by not providing an expansion joint of at least 3-5 mm;
- Damage to furniture if sufficient distance between furniture and shower (or bath) is not maintained. Furniture must not come into contact with splashing water;
- 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;
- Colour deviations from the sample colours.

### Warranty period:

Our I-Drain products come with a 25-year warranty on watertightness.

On Dzignstone products there is a warranty period of 5 years from the date of purchase.

Assenti products have a warranty period of 2 years (1 year for mirrors and lights) from date of purchase.

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

This also applies to showroom models!

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.

## Types of warranty:

Warranty category	Warranty type:
Cases excluded from warranty*	Material, relocation of technician ** and hours of technician *** are charged
<b>Mirrors and lighting</b> 1st year from date of purchase	Global warranty Material, relocation of technician ** and hours of technician *** are charged
<b>All other articles</b> 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.**