

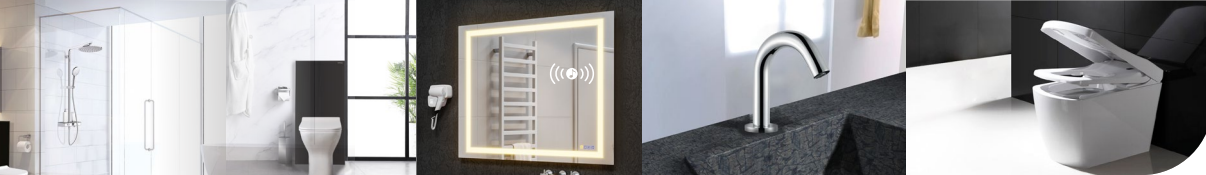


HÄFELE (THAILAND) LIMITED

Warranty Terms and Conditions Bathroom Products

1. The product is under warranty for the stipulated period as mentioned in the warranty chart (effective from Aug 1, 2024 onwards).
2. Warranty period is valid from date of purchase of the product. Benefits of warranty can only be availed subject to verification of invoice and warranty card by HAFELE. Customers are therefore required to keep the original invoice and warranty card of product safely.
3. HAFELE's obligation under this warranty shall be limited to repair or providing replacement of defective parts/product only under the warranty period.
4. Warranty does not cover cost of labour, defects or damage caused by installer or user, or resulting from any other person careless or improper handling, modification of any type for any reason, improper installation, lack of proper routine maintenance or use of abrasive or improper cleaners.
5. HAFELE is not liable for any special or consequential damages due to defective product/component or part thereof.
6. HAFELE is not liable for any implied warranties other than those mentioned in the terms and conditions of the warranty.
7. This warranty automatically expires after completion of period mentioned in the warranty chart even if the product may not be in use for any time during the warranty period for any reason.
8. In the event of repair/replacement of any part/s of the unit, this warranty will thereafter continue and remain in force only for unexpired period of warranty. Moreover, the time taken for repair/replacement in transit, whether under the warranty or otherwise, shall not be excluded from the warranty period.
9. HAFELE reserves the right to retain any part/s or component/s replaced at its discretion in the event of a defect noticed in the product during the warranty period.
10. This Warranty does not apply to any kind of product that has been discontinued under any circumstances.
11. In case of any dispute, this warranty is subject to jurisdiction of Thai Courts only.

Product Group	Warranty period (Free of charge)			
	Product	Labour	Spare part	Travel fee
1. Smart toilet and electronic toilet seat				
1.1 Only the toilet bowl	lifetime*	1 year	3 years	1 year
1.2 Electronic circuit board of smart toilet	3 years	1 year	3 years	1 year
1.3 Electronic seat with remote control	3 years	1 year	3 years	-
2. Sanitary ware (ceramic)				
2.1 Toilet bowl, urinal, wash basin, wash basin pedestal	lifetime*	1 year	3 years	1 year
2.2 Toilet cover seat soft close, normal close and accessories	3 years	1 year	3 years	-
2.3 Equipment inside water tank and mechanisms such as the Fill valve and Flush valve.	3 years	1 year	3 years	1 year
3. Conceal tank and Glass conceal tank	3 years	1 year	3 years	1 year
4. Faucets, Showers and Faucet Accessories				
4.1 Faucet body (only cracks and leaks in the faucet body)	5 years	1 year	5 years	-
4.2 Ceramic valve (only leaks at the faucet spouting)	lifetime*	1 year	lifetime*	-
4.3 Hand shower (only leakage)	5 years	1 year	5 years	-
4.4 Overhead shower (only leakage)	5 years	1 year	5 years	-
4.5 Rinsing spray set, stainless steel, brass (only for leaks)	5 years	1 year	5 years	-
4.6 Rinsing spray set, ABS plastic (leakage only)	2 years	1 year	2 years	-
4.7 Flexible hose	1 year	1 year	1 year	-
4.8 Flush valve	1 year	1 year	1 year	-
4.9 Stop valve	1 year	1 year	1 year	-
4.10 Bathroom accessories	1 year	1 year	1 year	-
4.11 Rain shower set (only leakage)	5 years	1 year	5 years	-
5. Sensor faucet and sensor valve				
5.1 Sensor faucet	3 years	1 year	3 years	-
5.2 Flush valve sensor	3 years	1 year	3 years	-
6. Acrylic bathtub				
6.1 Acrylic bathtub body	5 years	1 year	5 years	1 year
6.2 Bubble Massage system	3 years	1 year	3 years	1 year
6.3 Water pump, air compressor (cyclone system)	3 years	1 year	3 years	1 year
6.4 Bathtub accessories such as handles and pillows	3 years	1 year	3 years	1 year
7. Cast iron products				
7.1 Cast iron bathtub	10 years	1 year	10 years	1 year
7.2 Bathtub accessories such as pillows, tub legs, and tub drain.	3 years	1 year	3 years	1 year



HÄFELE (THAILAND) LIMITED

Warranty Terms and Conditions Bathroom Products

Product Group	Warranty period (Free of charge)			
	Product	Labour	Spare part	Travel fee
8. Bathroom furniture				
8.1 Bathroom cabinet	3 years	1 year	3 years	1 year
8.2 Mirror cabinet	1 year	1 year	1 year	1 year
8.3 Mirror	1 year	1 year	1 year	1 year
8.4 Fittings for furniture cabinets and mirror cabinets	1 year	1 year	1 year	1 year
8.5 Smart mirror	2 years	1 year	2 years	1 year
9. Water heater				
9.1 General	1 year	1 year	1 year	1 year
9.2 Boiler	5 years	1 year	5 years	1 year
9.3 Circuit board	3 years	1 year	3 years	1 year
10. Shower enclosures and shower screens				
Glass and equipment (only roller, guaranteed against breakage)	2 years	1 year	2 years	1 year
11. Plumbing				
Smart pipe (excluding damage caused during installation)	lifetime*	1 year	lifetime*	1 year
12. Other products				
Other products (except for the warranty on batteries lifetime use for assemble the product) and other products which they have specific warranty details. Please check with the specific product.	1 year	1 year	1 year	1 year

Note

* In the case of lifetime warranty If any model is discontinued or is not currently produced, it will not be covered by these warranty conditions.

* Warranty from the date of purchase

*Build-in installation is not accepted in any case.

*Cancels the appointment suddenly (less than 24 hours) or the actual work site makes it impossible to proceed. There will be charge 500 baht both in and out warranty.

** Labor and travel fee : Free areas are Bangkok and surrounding areas (Nonthaburi, Samut Prakan, Pathum Thani, Nakhon Pathom, Samut Sakhon)

The remaining provinces is the first 40 kilometers round-trip distance is free. Kilometer 41 onwards costs 7 baht per kilometer, measured from the Häfele showroom closest to that area.

*Passenger boat : Areas that must travel by passenger boat, such as ferries across islands, will be charged according to actual travel costs.

*Risk cost : 1,500 baht for areas in Yala, Pattani, Narathiwat provinces

*The staff will inform you of the possibility of all charges in advance for consideration decide receiving the service

*The company warranty installation and repair work 90 days, excluding problems caused by customer use or problems that are not caused by repairs, installation, and production processes.