

GENERAL WARRANTY CONDITIONS

1. This warranty is issued by VISMARAVETRO S.r.l. to the Consumer and can be downloaded by the latter, as required by Art. 133 of Italian Legislative Decree no. 206/05, from the internet website www.vismaravetro.it;
2. This warranty is valid for twenty-four (24) months commencing from the purchase/delivery date of the product to the Consumer. The Consumer is required to report any product defects to VISMARAVETRO S.r.l. and/or to its retailer within two (2) months of discovering the same;
3. The warranty may be invoked and will be effective only by sending directly to the headquarters of VISMARAVETRO S.r.l., located in Via Furlanelli no. 29, Verano B. (MB), or by submitting to the retailer, the following documents:
 - invoice, receipt or equivalent document, showing the name of the seller, the date and place of delivery of the product;
 - copy of the warranty certificate bearing the barcode uniquely identifying the product.
 The absence of the aforementioned documentation will prevent the correct identification of the product and consequently the replacement of a part or the entire product, invalidating the warranty itself.
4. In the case of requests for warranty services, only if appropriately documented, Vismaravetro will firstly assess the opportunity to repair the goods, or, where that cost is too high compared to the product value, it will proceed to replace the product with an identical model. If that model is no longer in production, it will be replaced by a similar model. No product replacements with different finishes or sizes to those of the originals will be permitted.
5. The Consumer forfeits the right to this warranty where it performs or has performed by third party entities, therein including the retailer, product repairs and/or replacements, which must be performed exclusively by VISMARAVETRO S.r.l. technicians or by entities authorised by it;
6. The warranty does not cover:
 - defects and/or damage and/or malfunctioning caused during transportation of the product and the installation phases;
 - defects and/or damage and/or malfunctioning consequent to inadequate installation not performed in compliance with the assembly instructions, when not carried out by VISMARAVETRO S.r.l.;
 - defects and/or damage and/or malfunctioning consequent to improper or incorrect use of the product;
 - defects and/or damage and/or malfunctioning originating from imperfect masonry works or shower trays installed incorrectly;
 - defects and/or damage and/or malfunctioning originating from installation on shower trays or in shower space of different sizes to those envisaged and communicated to the company during the order phase;
 - parts subject to wear, such as seals, and all that can be considered normal deterioration because of the use;
 - damage and/or malfunctioning caused by improper or inadequate maintenance, negligence, tampering of the product;
 - deteriorations and/or malfunctioning linked to improper use of the product;
7. Where the Consumer complains of damage due to defective products, except in the case of wilful misconduct on the part of Vismaravetro, the liability of the latter and, as a consequence, the compensation of damages due to the Consumer may not exceed the value of the defective products.
8. Any interventions, product return, repair and replacement, if covered by the warranty, will be performed at no charge to the Consumer.
9. Shower enclosure that are found, upon receipt, to be damaged or not compliant with the order, should not be installed, under penalty of forfeiture of the warranty.
10. This warranty is valid only for products that are located within the territory of the state in which the product was sold and in any case within the European Union.

ESTENDED WARRANTY

The warranty is extended to 5 years commencing from the purchase/delivery date of the product to the Consumer, relating only to breakages of glass panels.

The warranty on glass includes:

- a) The replacement of the broken glass, including any metal parts bonded to the same and/or any seals applied.

The extended warranty excludes:

- a) Transport and assembly of the replaced part.
- b) The restoration of any other element of the shower enclosure.
- c) Any damage caused by the breakage of glass to other elements (shower tray, bathtub, bathroom furniture, floors, walls, tiles, doors, windows, bathroom accessories, lighting systems, etc.)
- d) Breakages during transportation.
- e) Breakages due to manual handling of the shower enclosure and breakages occurring during installation of the same, during the initial installation phase or upon subsequent repositioning.
- f) Breakages occurring during normal use of the shower enclosure and due to knocks suffered by the glass against items of bathroom furniture (bathroom suites, toilet bowls, taps, towel rails, ...) or against architectural elements (walls, small walls, doors, scope ceilings etc.).

➔ To have the warranty extension to 5 years it is necessary to register on the site vismaravetro.it/en/warranty

