

# Warranty Accessories

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**elleci**

**INTRODUCTION:**

Thank you for choosing an Elleci accessory.

The warranty is offered by Elleci S.p.A., with registered office in Strada Longitudinale A 1258, 04014 Pontinia (LT), Tax ID no. 01600830598 (hereinafter “**Elleci**”) and does not affect your rights, recognised to you as a consumer by the Consumer Code (L. Decree 6 September 2005, no. 206 and subsequent amendments and additions).

Any reference to “You”, “His/her”, “Your”, the “Buyer”, “Consumer” or the “Customer”, is understood to be to the consumer, the recipient of this warranty.

**SUBJECT MATTER:**

The warranty concerns the Products that Elleci produces directly, in the event that defects in construction and/or production or in the material used should be found and verified, and results in the Buyer’s right to the goods being restored free of charge by sending a new component or replacing the entire Product with an identical model or one with an equal value (higher value if the Product is no longer being manufactured and is not available in stock), for manufacturing defects found and ascertained by the Elleci Assistance Service.

**VALIDITY AND CONDITIONS OF THE WARRANTY:**

Elleci offers a warranty for manufacturing defects of the Products for a period of 24 months from the date of purchase. The validity of the warranty starts from the date of purchase duly documented by the Consumer (tax purchase documentation, which the Buyer must keep a copy of).

After the period indicated above, any intervention on the Product will be at the Consumer’s expense. In any case, in no way will the interventions carried out extend the duration of this warranty.

**EXCLUSIONS FROM THE WARRANTY:**

This warranty has no validity in the following cases:

1. unsuitable, improper, negligent, non-domestic and/or careless use of the Product;
2. installation, storage, use of the Product in outdoor environments;
3. scratches, marks or scuffing due to improper, negligent and/or careless use of the Product;
4. normal wear and tear even when resulting from the correct use of the Product, in relation to the period over which it was used, including as concerns components that wear out (such as filters, gaskets, metal parts, coloured parts, wooden and/or plastic parts) and materials commonly subject to normal wear and tear;
5. failure to comply with the instructions for installation of the Product and/or the instructions for its maintenance;
6. interventions and/or repairs carried out independently and/or by non-specialised and/or authorised personnel;
7. damage and/or loss occurring during handling and/or transport such as but not limited to tampering, scratches, dents and malfunctions;
8. damages and defects caused by using unsuitable detergents and/or chemical products and that are not indicated for the regular maintenance of the Product or by external agents, limescale deposits or alterations due to ice and/or limescale;
9. defects in Products caused by unforeseen and unforeseeable events, where these defects are not related to the Product manufacturing process (including but not limited to events caused by acts of God and/or force majeure, extraordinary weather events such as electrical discharges and lightning, acts of vandalism, fires, etc.);
10. use of non-original components and/or spare parts that could compromise the function and compliance of the Product.
11. Furthermore, compensation for assembly and disassembly of the Product carried out by unqualified and/or authorised personnel and direct or indirect damages caused to people, animals or things by unsuitable, improper or negligent installation, use, maintenance, assembly and disassembly, as reported above in the previous points, with consequent suspension of use or malfunction of the Product, is excluded.

**SCOPE OF THE WARRANTY:**

You, as a consumer, are entitled to the legal warranty as provided for in this document, by the Consumer Code, as well as by Directive 2009/22/EC, EU Directive 2017/2394 and EU Directive 2019/771.

In particular, the Elleci Assistance Service directly manages technical assistance procedures throughout Italy, Vatican City and the Republic of San Marino; if you have purchased the Product in another country, your direct and main contact for asserting your rights under this warranty is your direct dealer. We wish to remind you, however, that if your dealer and/or a distributor of the Products offer conventional warranties, in addition to the legal warranty described here, Elleci can never be held liable. Therefore, to assert such additional warranties, you may only contact the party that provided them.

**MANUFACTURER'S LIMITATION OF LIABILITY:**

Elleci S.p.A. will not be liable for any damage that may be caused directly or indirectly to persons, property or animals through failure to comply with all the requirements stated in the Product instruction manual, relating primarily to the warnings for installation, use, maintenance and repair of the Product. Elleci S.p.A. may discontinue the manufacture of a specific product without notice and provides no guarantee of supply of spare parts for Products no longer manufactured.

**SPARE PARTS:**

In the event of faults, it will be necessary to use only the original spare parts on sale at our authorised dealers or available from our online shop, which can be reached by visiting the website [www.elleci.com](http://www.elleci.com), in order to ensure that you benefit from this warranty.

**ELLECI ASSISTANCE SERVICE:**

The Elleci Assistance Service is available exclusively for the Italian territory, Vatican City and the Republic of San Marino.

To request technical assistance (under warranty or out of warranty) on your Elleci product, you must create a ticket through the Support and Assistance section on the website [www.elleci.com/it](http://www.elleci.com/it) or contact the toll-free number 800.800.803, from Monday to Friday from 8.30 to 13.00 and from 14.30 to 17.30.

We remind you that in the other countries, the Consumer may request technical assistance by directly contacting the retailer from which the Product was purchased.

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