



GROHE MANUFACTURER'S WARRANTY

The GROHE MANUFACTURER'S WARRANTY

GROHE shall grant the end consumer the GROHE MANUFACTURER'S WARRANTY for a period of 5 years in accordance with the terms and conditions set forth below for selected products supplied to the end consumer under the "GROHE" brand.

The end consumer means any natural person or legal entity that has purchased the product from Grohe Hong Kong Authorized Dealer and does not intend to resell it and/or install it at third parties as part of his/its professional work.

The contractual or statutory rights of the end consumer as against the respective seller and the statutory rights of the end consumer as against the product's manufacturer shall not be affected by this warranty.

Warranty service

GROHE warrants that the products under the GROHE brand those were manufactured for GROHE after 1st September 2016 shall be free and clear of material, manufacturing, design and functional defects. In assessing whether a product is defective, the technical standard as at the date of manufacture of the product shall be used as a basis.

Defects that occur shall be rectified by GROHE at its own expense by way of – at GROHE's discretion – repair or replacement of new products.

The repair or exchange of a new product shall – at GROHE's discretion – be performed either by a qualified specialist fitter or a GROHE service employee.

A defective product shall be exchanged by a new product of the same kind, same quality and same type. Should the defective product no longer be manufactured at the time of the warranty event, GROHE may deliver a product of the same value. Following the exchange, title in the defective products shall pass to GROHE.

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Warranty period

The GROHE MANUFACTURER'S WARRANTY for selected GROHE products shall apply for a period of 5 years commencing from the date of purchase of the GROHE product by the end consumer (Surface Area, Handle, Hand Shower, Sink Mixer Shower Hose, Spray Head, Shower Rail & accessories - apply 1 year, Electronic apply 2 years) . The warranty shall be granted for a maximum period of 5 years from the date of manufacture of the product, subject to the period of 5 years commencing from the date of purchase, first 6 months Free of Service Charge.

Guarantee does not apply to products pre-fitted in projects (including but not limited to residences, hotels and commercial projects), the terms and conditions of the contractual agreement will be directly with the developer(s) during the Defects Liability Period (DLP).

The warranty period shall not be extended by any repair work authorized by GROHE or exchange of the product or parts, nor shall it commence to run anew. The same shall apply if these warranty terms and conditions are enclosed with the replacement product.

Warranty prerequisites

A prerequisite for a warranty claim shall be the submission of the original invoice with the purchase date, which must clearly indicate the name and address of the seller and the place of purchase.

Moreover, claims under this warranty shall vest only if the product is properly installed, mounted and handled. The installation and instruction manual supplied by GROHE must be observed. The installation must be performed by a qualified specialist fitter. In any event, the technical product information issued by GROHE and the technical data sheets must be complied with during installation of the product.

In order to claim the GROHE MANUFACTURER'S WARRANTY the product must be duly and properly cleaned and cared for in accordance with the GROHE care instructions.

The technical product information, the technical data sheets and the GROHE care instructions may be found in the sales packaging. They are also available for download on GROHE's website under www.grohe.hk. In the event of questions concerning maintenance and care, employees of GROHE's service organization will be happy to assist under the telephone number [+852 2969 7067].

The end consumer may claim warranty services only if notice of a defect arising is given prior to claiming of the warranty services, unless such notice is unreasonable in the relevant case. As a rule, the first contact person for notification in the context of the GROHE MANUFACTURER'S WARRANTY shall be the specialist fitter from whom the end consumer purchased the product, otherwise a



customer service point authorized by GROHE or GROHE itself. In this respect a call to GROHE's service organization shall be sufficient. Notification must be given within a reasonable period following discovery of the defect, and in any event prior to expiry of the warranty term.

Exclusion of the Warranty

Claims may not be asserted under the warranty:

- if the product was not properly installed, cleaned, maintained or repaired according to valid Water Regulations and general good plumbing practice;
- if the defect is attributable to incorrect use or incorrect handling of the product;
- if the defect occurs due to missing or incorrect maintenance;
- if spare parts other than original GROHE spare parts are used during repairs or maintenance of the product;
- if the defect was caused by transport, installation or any trial operation of the product;
- if the surface of the product has been scratched;
- if the product is a display (ex display) product;
- if consumables (e.g. filters, filter cartridges, aerators or batteries) or material subject to wear and tear (such as seals or hoses) are affected;
- if the defect was caused by a breakage of fragile parts (e.g. glass or light bulbs);
- if the defect occurs due to aggressive environmental influences (e.g. chemicals and cleaning agents), limescale or disruptions due to ice and/or lime;
- if the defect is caused by specific environmental circumstances (e.g. excess or negative pressure in the line, excess voltage or under-voltage on the line); or
- if the defect is attributable to willful or negligent damage to the product by the end consumer or a third party.

GROHE will review in each specific case whether the warranty prerequisites have been met and whether there are any grounds for exclusion. Should warranty claims be asserted and should it emerge during an inspection of the product by GROHE that there was no defect or there is no warranty claim for one of the aforementioned reasons, GROHE may charge a service fee plus VAT unless the end consumer proves that they could not have ascertained based on the circumstances that there was no warranty claim.

Miscellaneous

This warranty shall apply in the foregoing scope and subject to the foregoing prerequisites (including submission of proof of purchase even in the event of resale) for each future owner of the product.

This warranty shall be governed by the laws of The Government of the Hong Kong Special Administrative Region.