

Manufacturer warranty

WARRANTY VALID FROM 01.08.2019
FOR PRODUCTS OF THE BRAND "VILLEROY & BOCH"

I. Products

Products of the "Villeroy & Boch" brand are characterised by high quality and value. Our long tradition as a brand manufacturer since 1748 enables us to meet the high demands placed on our products. This is also documented in our quality management system according to ISO 9001, which has been in existence for decades and is audited annually by an independent institute.

Villeroy & Boch therefore offers its customers and end users a manufacturer's warranty for bathroom and wellness products in accordance with the following guarantee conditions.

The manufacturer's warranty applies to first purchases within the EU/EEA (the first purchaser is the consumer who first purchased a product for use).

The manufacturer's warranty applies to purchases made after 01.08.2019.

II. Warranty content

Villeroy & Boch guarantees its customers and end users that the products of the "Villeroy & Boch" brand (hereinafter referred to as "Products") are free from design, material and manufacturing defects at the time they are placed on the market. Here the state of the art of science and technology at the time of manufacture is decisive.

Villeroy & Boch therefore grants its customers and end users a manufacturer's warranty for bathroom and wellness products in accordance with the following guarantee conditions.

III. Warranty Time

This manufacturer's warranty is valid for three, five or ten years from the date of invoice according to the following table:

3 years: Electronic components in whirlpool systems

5 years: sanitary ceramics, bathroom furniture and mirrors, sanitary fittings, kitchen ceramics, Kitchen faucets, ViConnect systems (e.g. cistern)

10 years: bathtubs and shower trays, WC seats, ViConnect support systems on rust penetration of the frame

IV. Scope of the manufacturer's warranty

In case of a warranty claim, Villeroy & Boch will, at its option, repair the defective product, supply spare parts free of charge, provide a new equivalent product or refund the purchase price. Villeroy & Boch shall be responsible for deciding which of the aforementioned measures to take. If the product concerned is no longer available, Villeroy & Boch shall be entitled to provide a comparable product of the same type, quality and type or to refund the purchase price.

Installation and dismantling costs or other costs in connection with the replacement of a product are expressly not covered by the manufacturer's warranty. Replaced devices or parts of devices shall become the property of Villeroy & Boch.

Excluded from the Villeroy & Boch manufacturer's warranty are:

- Consumables and wearing parts, e.g. interior fittings for cisterns, lamps and electrical components, gaskets, cartridges, aerators, etc.
- Sample, exhibition or demonstration products
- Products for which spare parts not supplied by Villeroy & Boch have been fitted
- Products modified without the consent of Villeroy & Boch
- Products distributed under license by third parties
- minor deviations, which have no influence on the utility value of the product
- commercial utilization

Also not covered by the manufacturer's warranty are defects in the products caused by:

- improper pre-installation (cable routing), ingress of dirt, limescale deposits, aggressive environmental influences, chemicals, unsuitable cleaning agents,
- faulty installation
- Non-compliance with assembly, operating and maintenance instructions
- improper transportation
- typical wear
- intentional damage or improper or inappropriate handling
- incorrect or unprofessional maintenance, repair or care
- damage caused by force majeure or natural catastrophes, in particular floods or fires
- Frost damage or other individual environmental influences

The warranty period shall not be extended or renewed on the basis of services provided within the scope of this warranty, in particular repair or replacement of the product.

Claims for damages, in particular for compensation for consequential damages, shall exist exclusively in accordance with the mandatory statutory provisions.

V. Handling of warranty claims

The rights arising from this manufacturer's warranty shall be asserted against Villeroy & Boch by written notice of defects within the warranty period. The first point of contact for notification within the scope of the Villeroy & Boch manufacturer's warranty is the specialist tradesman from whom the end customer purchased the product.

Written notification of defects must be made immediately - within two months at the latest - after the defect has been or could have been detected. The claimant shall be responsible for proving that the Villeroy & Boch manufacturer's warranty has not expired in the meantime.

Whether the product in question must be sent for a more detailed inspection is up to Villeroy & Boch and will be decided on a case-by-case basis. In the event of a return, Villeroy & Boch will then check whether there is a warranty claim within the meaning of the manufacturer's warranty.

Free deliveries under this manufacturer's warranty will be made within the EU/EEA.

If a defect in the product proves not to be covered by the Villeroy & Boch manufacturer's warranty, the costs incurred up to that point (e.g. shipping and transport of the product) shall be borne by the claimant himself. Should the claimant nevertheless wish to have the product repaired, e.g. by Villeroy & Boch Customer Service, after having been informed thereof, he shall additionally bear the costs for spare parts, travel expenses and labour costs.

VI. Other

The statutory rights shall remain unaffected by the Villeroy & Boch manufacturer's warranty and shall not be limited by the manufacturer's warranty to the extent that they are more favourable to the end customer.

The manufacturer's warranty shall also not affect the rights of the first customer and, if applicable, the consumer against the seller from whom the first customer acquired the product.

The Villeroy & Boch manufacturer's warranty is subject to German law. The place of performance for obligations under the Villeroy & Boch manufacturer's warranty is Mettlach, Germany. To the extent permitted by law, the place of jurisdiction shall be the registered office of Villeroy & Boch.