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Warranty conditions



JOUW KLIMAATKAST.NL

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Article 1.

Warranty period

JouwKlimaatkast offers 1 year warranty on all products sold with warranty. JouwKlimaatkast never offers a warranty on products longer than 1 year from the date of purchase.

Article 2.

Covered defects

The warranty covers defects occurring within the warranty period, which result from normal use of the product. This applies to all products on offer from JouwKlimaatkast sold with warranty.

Article 3.

Warranty exclusions

The warranty does not cover defects resulting from:

- Improper use, mistreatment or alteration of the product;
- Damage caused by accidents, natural disasters or external influences;
- Normal wear and tear such as scratches, dents or loss of color;
- Damage caused by improper maintenance or failure to follow the operating and maintenance instructions;
- Improper installation, installation was not done by a certified company.

The burden of proof of the above is on the customer.

Article 4.

Making a claim under the warranty

If you wish to make a warranty claim, you must report the problem within the warranty period and return the product to JouwKlimaatkast. You can follow the steps outlined on JouwKlimaatkast's Warranty page. This includes:

1. Noticing the problem with the product.
2. Reporting the problem through the appropriate channels.
3. Arranging an appointment to return the product to JouwKlimaatkast.
4. Picking up the repaired or replacement product after repair.

If the product is returned outside the warranty period, no further warranty claims can be made.

Article 5.

Returns and Transport

In case of warranty, the customer is responsible for returning and collecting the product from our location. If you wish to use transportation services, you must make your own arrangements and bear the cost of transportation.

Article 6.

Repair and recovery

Should a product require repair or restoration, JouwKlimaatkast shall endeavor to remedy the defect in a professional and diligent manner. However, JouwKlimaatkast shall not be responsible for any damage that may occur during the repair or restoration of the product under warranty.

Article 7.

Warranty limitations

This warranty is non-transferable and applies only to the original purchaser of the product. The warranty does not cover damage caused by the customer himself or by a third party.

Article 8.

What is and is not covered by the warranty?

The warranty covers the following defects:

- Hinges excl. wear from use.
- Legs except wear and tear due to use.
- LCD Screens
- Lighting
- Sensors
- Fans
- Malfunctions or Error Codes.

The warranty **does not cover** the following defects:

- Compressor or cooling defect
- Technical defect due to short circuit
- Software problems such as connection to an app or software


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