

NEVE

WARRANTY TERMS

In the event of a defect in the supply, Neve Rubinetterie s.r.l. provides a guarantee under the conditions and within the limits indicated in the following points:

1. 5 (five) year warranty for casting or porosity defects
2. Warranty of 5 (five) years for defects on cartridges and screws (under conditions of use not heavy). The guarantee does not apply if the system and pipes are not cleaned before installing the taps.
3. 5 (five) year warranty for defects on seals and o-rings
4. 2 (two) years warranty for defects on thermostatic cartridges
5. 5 (five) years warranty for chrome plating defects. The warranty does not operate if the defect is due to incorrect maintenance, as for the use of unsuitable cleaning products. In this regard, the customer is required to observe the Warnings on the cleaning of the products described below for the care of the product.
6. 2 (two) years warranty for defects on all other finishes (gold, satin, copper, color etc.)*
7. 5 (five) year warranty for AISI 316L** stainless steel parts

For "out of production" series:

1. 2 (two) years warranty for availability of spare parts

MODE

Any complaints must be submitted in writing only to the authorized distributor/retailer from whom the product was purchased and/or to Neve Rubinetterie s.r.l., within the warranty period indicated above and in any case, if not forfeited, within 14 (fourteen) days of discovery.

An action for a declaration of defects is, in any event, time-barred after 24 (twenty-four) months from the delivery of the goods, unless otherwise specified.

Written complaints shall include the original invoice or tax receipt proving the purchase (containing inter alia the name and address of the seller, end customer/user reference, date of purchase, model and serial number of the product purchased), accompanied by the duly completed Guarantee Voucher, indicating the type of defect found.

The Neve Rubinetterie s.r.l. Customer Office will process the complaint as quickly as possible and in the following manner:

- Verification of the above requirements;
- Verification of the type of complaint;
- Written communication from Neve Rubinetterie s.r.l. authorizing the return of the defective product (or part of it), delivered in assigned port together with the accompanying document (DDT/Invoice). The return of the goods will take place carriage paid by written notice from Neve Rubinetterie s.r.l. on how to proceed. The guarantee relating to products not installed will be recognized, except as stated in the three points mentioned above, only if the item is returned to Neve Rubinetterie s.r.l. using, if possible, original packaging and packaging, attaching the tax document.

FORFEITURE OF GUARANTEE

The guarantee is forfeited in the case of:

- Absence of original invoice or tax receipt proving the purchase (containing inter alia name and address of seller/distributor, date of purchase, model and serial number of the purchased product);
- Claims made after the guarantee period and in any case after 14 (fourteen) days from the discovery; in the case of visible and 'apparent' defects (such as finishes, treatments of chromed, colored, gold-plated or otherwise treated surfaces, and everything that is immediately visible), the 14-day time-limit begins to run from the date of receipt of the goods;
- Incorrect or inadequate installation of the product;
- Misuse of the product;
- Incorrect maintenance of the product, not in accordance with the recommendations in the cleaning and maintenance section.

GUARANTEE LIMITS/EXCLUSIONS

The guarantee services will be provided by Neve Rubinetterie s.r.l. subject to subsequent quality control by the Quality Control Department. Any replaced parts will return to the exclusive property of NEVE RUBINETTERIE SRL which can refuse the provision of the guarantee if the user has not properly fulfilled the obligations placed on him or her, or has **not signed the document "Terms of Return"**.

*Please note that the Warranty NEVE RUBINETTERIE SRL on finishes (highly delicate) expires when maintenance and cleaning are not carried out properly and continuously.

**AISI 316L stainless steel is, by its very nature, resistant to corrosion, extremely hygienic and easy to clean, extremely resistant, eco-friendly and 100% recyclable. Stainless steel taps and shower heads are safe for the environment and people, as they ensure that no waste of heavy materials harmful to health is released and that they last long.

NEVE

The warranty NEVE RUBINETTERIE SRL is not renewable.

This warranty is issued only for the repair and/or replacement of any defective and non-wear parts. The warranty is however limited to the price of the defective part, established by Neve Rubinetterie s.r.l in its price lists. **Product mounting and dismantling recognitions are excluded.**

The guarantee shall be valid by the full completion of the guarantee certificate (including the stamping of the authorized dealer/distributor and the date of purchase).

In any case Neve Rubinetterie s.r.l. will not be responsible in case of:

- Use, installation, maintenance and/or cleaning of products that are incorrect or do not comply with the requirements set out in the user manual and/or any warning labels on the packaging of the products or that accompany the products and/or the Product Care and Maintenance Warnings (<https://www.neve-rubinetterie.it/images/note-legali/product-care-maintenance.pdf>)
- incuria, danneggiamento, deterioramento, fulmini, fenomeni atmosferici, sopra tensioni e sopra correnti, correnti galvaniche, insufficiente od irregolare alimentazione elettrica, cause di forza maggiore, usura;
- Damage caused during the transport of the product and/or due to the customer and/or third parties;
- failure to comply with the safety and/or technical regulations required by the country in which the product is used.

In addition, the Guarantee does not apply in the following cases:

- modification, tampering with and/or use of optional non-original third-party supplied accessories applied to the products;
- use of non-original spare parts Neve Rubinetterie s.r.l.;
- breakages and/or malfunctions due to frost, impurities of all kinds and/or foreign matter present in the pipes, calcareous water;
- deterioration of the finishes due to the use of aggressive, acidic and/or abrasive products;
- deterioration due to chemical and electrochemical agents;
- failure and/or malfunction resulting from high salinity and/or chlorine values in water;
- failure and/or malfunction due to sand, debris and/or impurities existing in the water;
- failure to install appropriate pressure reducers and filters upstream of the system and failure to install the filter products where applicable;
- pressures and/or temperatures not complying with the parameters indicated in the instruction manual and/or in any warning labels on the packaging of the products accompanying the products;
- breakages and/or malfunctions due to ferrous slag released from ferrous pipes and/or unsuitable state of maintenance;
- technical interventions, repairs and/or modifications of the products carried out by the end user and/or technicians and/or third parties not expressly authorized by Neve Rubinetterie s.r.l, excluding the normal maintenance to be carried out by the end user, as indicated in the Product Care and Maintenance Warnings;
- natural or socio-political events.

WARNING

If the sanitary water system is not used for a long time, it is recommended to empty and close it. Neve Rubinetterie s.r.l. will not respond with the guarantee to any damage in case of water loss due to failure to observe the above.

In addition, Neve Rubinetterie s.r.l disclaims all liability for any damage that may, directly or indirectly, result to people, things or animals as a result of failure to comply with the Product Care and Maintenance Notices.

This warranty agreement is without prejudice to the rights provided for in Legislative Decree 02/02/02 n. 24. Implementation of Directive 1999/44/EC on certain aspects of sales and consumer guarantees.

The guarantee refers to the Convention on the International Sale of Goods in Vienna.

NEVE

WARRANTY COUPON

ARTICLE

FIRST/LAST NAME

END USER REFERENCES.....

ADDRESS

TEL..... email address.....

DATE OF PURCHASE

DEFECT FOUND

DEALER/DISTRIBUTOR'S STAMP AND SIGNATURE

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NEVE RUBINETTERIE SRL. CONTROL STAMP

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