



OUR WARRANTY CONDITIONS

The following voluntary end customer guarantee for AXENT products applies in addition to the statutory liability for material defects of your contractual partner and does not affect it.

The warranty period for production or material defects is 5 years from the date of purchase by the end customer, up to a maximum of 6 years after manufacture. The products listed below are excluded from this - a separate period applies to these products:

Warranty periods

	Warranty from the date of purchase	Warranty after manufacture
AXENT shower toilets	2 years	3 years
AXENT Electronic urinal flush controls	2 years	3 years
AXENT Electronic taps	2 years	3 years
AXENT Electronic shower systems	2 years	3 years

Warranty claims can be made only if

- Installation and commissioning has been performed by an authorised installation company and in accordance with the instructions.
- The product has been used and maintained in accordance with the user manual.
- The exterior has not been damaged through or as a result of incorrect installation, commissioning, maintenance or cleaning.
- No modifications have been made to the product.
- This warranty is valid only in countries where AXENT is represented by a sales subsidiary or certified sales partner.
- The use of the product in accordance with its intended or recommended use (including commissioning with pure drinking water).
- No product modifications, removal or replacement of individual parts or components have been carried out on the product.
- The manufacturing/serial number or date of manufacture on the product is recognisable.

Exclusion of the manufacturer's warranty

- Product defects caused by transport, installation or external impact (shock, impact, fall).
- Product defects caused by normal wear and tear (e.g. scratches, abrasion) or wilful damage.
- Wear parts, e.g. seals, hoses, membranes.
- Consumables, e.g. battery, aerator or filter.
- Dirt ingress, damage caused by limescale deposits, ice or other environmental influences (e.g. moisture, heat), operating or user errors, aggressive environmental influences, chemicals, cleaning agents, over/underpressure or over/undervoltage on the line.
- Damage caused by force majeure or natural disasters, in particular, but not limited to, flooding, lightning, fire, frost or fluctuations in the power supply.
- Sample or exhibition products.



Services in the event of a guarantee claim

In the event that a product or material defect is detected within the warranty period, AXENT guarantees the following:

- AXENT shall commission an appointed customer service contact to rectify the defect or replace defective parts of the same type and quality free of charge. The end user cannot make any further claims, such as a sales cancellation, against AXENT.

In the event that the defective product is no longer produced at the time of the warranty claim, AXENT reserves the right to deliver an equivalent product. Following replacement, the defective products will become the property of AXENT.

Services or parts provided under warranty neither extend nor renew the original warranty period. The warranty period for repaired, replaced or completely new installed parts ends with the product's original warranty period.

If warranty claims are asserted and it turns out during the inspection of the product by AXENT that there was no defect or that the warranty claim does not exist for one of the above-mentioned reasons, AXENT is entitled to charge a service fee according to real expenditure (material, labour, travel).

This warranty is subject exclusively to Swiss law. The United Nations Convention on Contracts for the International Sale of Goods is expressly excluded. Any dispute arising from this warranty falls within the jurisdiction of the court where the head office of AXENT is located.