



WARRANTY

Keimling Naturkost GmbH offers a special warranty on all parts of the Vita-Mix TNC based on the following conditions. The statutory warranty provisions and the claims resulting out of the Produkthaftungsgesetz [Product Liability Act] remain unaffected. Any claims of the buyer to subsequent performance and compensation of damages for defects also remain in place, providing the corresponding prerequisites are fulfilled.

1. Warranty period

The warranty applies to all parts of the Vita-Mix TNC and is in effect from the purchase date (date of the invoice) for

- 7 years in the event of private use

2. Scope of the warranty

The warranty covers material, structural and manufacturing defects providing that the defect was present upon delivery and the buyer handled the device properly. The warranty includes either free-of-charge repair, replacement of the defective part(s) or the replacement of the entire appliance with an equivalent one. Keimling Naturkost GmbH may select in which form it wishes to rectify the defect at its discretion.

3. In case of warranty

In the event of a malfunction/defect, the service centre must be promptly informed (by phone (see notice under item 7) or in writing via e-mail or fax) and the problem must be described in detail to the service centre before sending in the device. If the problem cannot be resolved in this way, the entire device, which has been thoroughly cleaned* (see notice under item 4), must be packaged for safe transport including all accessories and sent to Keimling Naturkost GmbH. The following information and documents must be included with the package:

- a. Last name, first name, address (to be specified on the outside of the package)
- b. Serial number and model number
- c. Date of purchase
- d. Original of the sales receipt
- e. Conclusive description of the error or defect
- f. In the event of damage in transport: name of the parcel service and parcel number

4. Packaging

It is recommended that you use the original box for shipping. If you use another packaging, you must ensure that it offers adequate protection against the typical risks encountered when in transit and that it has corresponding safety guards. A pure cardboard packaging with paper cushioning is not sufficient. Keimling Naturkost GmbH cannot be held liable and the warranty is voided in the event of damages attributed to improper packaging. The service centre provides information on the nature of shipping and the resulting costs.

5. Cleaning

If individual parts or the device are/is returned in an uncleaned state, Keimling Naturkost GmbH shall charge a moderate flat rate for cleaning. The buyer is responsible for demonstrating that the costs less than the flat rate were incurred for cleaning.

6. Forfeiture of the warranty claim

The warranty claim expires

- in the event of improper operation, handling and storage (e.g. damages due to moisture, high temperatures)
- in the event of repairs, attempts at repair, changes of any kind and use of third-party spare parts etc., which were performed by a party other than Keimling Naturkost GmbH or its authorised outlets
- in the event of improper transport packaging and improper transport
- in the event the device or parts thereof have been subjected to improper mechanical stress
- in the event of any incidents not due to the workmanship and manufacturing of the device such as a fall, impact, damage, fire, earth quake, flood damage, lightning strikes etc.
- if no proof of purchase is in place
- if the distiller is used for non-private purposes, particularly for commercial purposes

The buyer shall assume all costs incurred for Keimling Naturkost GmbH through the return to the buyer in the absence of a warranty claim or a right of return.

7. Service centre

Contract partner and service centre: Keimling Naturkost GmbH Zum Fruchthof 7a D 21614 Buxtehude Germany	Managing director: Winfried Holler Registration court: District court of Tostedt HRB 120742 VAT ID No.: DE 175 693 369	Phone: +49 4161/51 16 0 Fax: + 49 4161/51 16 16 E-mail: naturkost@keimling.de
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8. Telephone charges

You are expressly advised that telephone charges may be incurred when contacting the service centre.

9. Privacy notice

Please consult our notes on privacy with respect to the collection, processing and use of your data.