

WARRANTY PROVISIONS

Carat machines are subject to a warranty period of twelve (12) months, which starts the moment the product is delivered to the end user (the **'Warranty Period'**). Carat Nederland B.V. guarantees that the products are delivered free from design faults and it endeavours to repair faulty equipment that falls within the scope of these warranty provisions (the **'Warranty Provisions'**) within the Warranty Period.

Warranty claims must be demonstrated by submitting the purchase invoice or any other method that demonstrably proves that the machine in question falls within the warranty period.

The warranty only covers the repair of apparent faults that can be traced back to material or manufacturing faults. The warranty referred to in these Warranty Provisions only relates to the repair work hours, the repair and replacement of faulty parts of the model and serial number mentioned on the warranty certificate.

All repairs that fall within the scope of these Warranty Provisions will be made by Carat Nederland B.V., its trade partners or repair centres.

The following are excluded from the warranty referred to in these Warranty Provisions:

- Damage caused by natural wear and tear;
- Defects or damage caused by incorrect use or an incorrect connection;
- Damage caused by overloading the machine;
- Damage caused by poor or incorrect maintenance;
- Damage caused by a failure to follow the information in the manual;
- Damage caused by the use of unauthorised persons;
- Damage caused by using the machine for unsuitable purposes;
- Damage caused by repairs using non-original parts;
- When the machine coding is affected or removed;
- When the warranty certificate has been manipulated or modified;
- Faults or damage caused by fire, moisture and/or transport.

If under these Warranty Provisions, you are entitled to warranty, Carat Nederland B.V. will ask you to return the machine. Returning the machine is at the expense and risk of the user, which means that transport costs and travel expenses, as well as the risk of damage during transport, are at the expense of the user. The machine must be accompanied by a note stating the complaints.

Carat Nederland B.V. is not responsible for additional and/or derivative damage caused by the faulty product. This includes but is not limited to annoyance, travel expenses, telephone calls and the loss of personal goods or commercial gains, such as a loss of income or wages.