

BLAUPUNKT (BUILT-IN-APPLIANCES) WARRANTY POLICY

The HePo India Pvt Ltd. warrants its Product under the Brand Name “BLAUPUNKT “in the original packaging against defects in materials and workmanship when used normally in accordance with product published guidelines for a period mentioned here below from the date of purchase of original invoice by the end-user purchaser ("Warranty Period"). Company published guidelines include but are not limited to information contained in technical specifications, user manuals and service communications.

WARRANTY PERIOD OF APPLIANCES

Product	Warranty Period	Covered in Warranty
Hoods	5 Years*	* 5 Years on Motor and for all other Electrical & Mechanical Parts 2years only.
Hobs	2 Years	All Electrical & Mechanical Parts
Induction Hobs	2 Years	All Electrical & Mechanical Parts
Refrigerator	5 Years*	* 5 Years on Compressor and for all Electrical & Mechanical Parts 2 Years only
Ovens	2 Years	All Electrical & Mechanical Parts
MWO	2 Years	All Electrical & Mechanical Parts
Dishwasher	2 Years	All Electrical & Mechanical Parts
Warming Drawer	2 Years	All Electrical & Mechanical Parts

WHAT IS NOT COVERED BY THIS WARRANTY?

This Warranty does not apply:

- (a) to consumable parts, such as generator box, charcoal filters, mesh filters, plastic parts, knobs filter locks or protective coatings that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship;
- (b) Glass breakage of hob, oven, induction, Hoods etc are not covered and outer body damage is not covered in warranty.
- (c) To cosmetic damage, including but not limited to scratches, dents and broken plastic on parts unless failure has occurred due to a defect in materials or workmanship;

- (d) To damage / Defect caused by use with a third-party component or product that does not meet the Product's specifications and any deviation from installation;
- (e) To damage caused by accident, abuse, misuse, fire, liquid contact, Natural Disaster or other external cause;
- (f) To damage caused by operating the Product outside published guidelines;
- (g) To damage caused by service /repair performed by anyone who is not a company representative or Authorized Service Provider;
- (h) To a Product that has been modified to alter functionality or capability without the written permission of company;
- (i) if any serial number has been removed, altered or defaced from the Product;
- (j) If the specified periodic maintenance is not done.
- (k) Any damages / defects occur by improper electrical circuits outside the appliance or by any electrical supply.
- (l) The warranty will not be applicable, if the appliance is used for commercial usage at places like hotels, restaurants, hostel, or any other similar place.
- (m) The warranty doesn't include preventive checks, routine maintenance, cleaning, descaling & overhaul.
- (n) Defect caused by normal wear and tear, chemical reaction, excessive heat, excessive dust or corrosive surroundings
- (o) HePo reserves the right to impose additional charges or may refuse to attend to any products installed locations which are inaccessible and / or hazardous to its service agents.

LIMITATION OF LIABILITY

Except as provided in this warranty and to the maximum extent permitted by law, **HePo India Pvt. Ltd.** is not responsible for direct, special, incidental or consequential damages resulting from any breach of warranty or condition, or under any other legal theory, including but not limited to loss of use; loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss of the use of money; loss of anticipated savings; loss of business; loss of opportunity; loss of goodwill; loss of reputation; loss of or any indirect or consequential loss or damage howsoever caused including the replacement of equipment and property, the foregoing limitation shall not apply to death or personal injury claims, or any statutory liability for intentional and gross negligent acts and/or omissions.