

# **ROWENTA L'OREAL-PROFESSIONAL** **INTERNATIONAL LIMITED GUARANTEE**

 : [www.rowenta.com](http://www.rowenta.com)

*This product is **repairable** by ROWENTA during and after the **guarantee** period.*

Accessories, Consumables and end-user replaceable parts can be purchased, if locally available, as described on the ROWENTA internet site.

## **The Guarantee\***

This product is guaranteed by ROWENTA against any manufacturing defect in materials or workmanship for a **period of 1 year** starting from the initial date of purchase.

The international manufacturer's guarantee by ROWENTA is an extra benefit which does not affect consumer's Statutory Rights.

The international manufacturer's guarantee covers all costs related to restoring the proven defective product so that it conforms to its original specifications, through the repair or replacement of any defective part and the necessary labour. At ROWENTA's choice, a replacement product may be provided instead of repairing a defective product. ROWENTA's sole obligation and your exclusive resolution under this guarantee are limited to such repair or replacement.

## **Conditions & Exclusions**

The international ROWENTA guarantee only applies within the guarantee period and for those countries listed in the Country List attached and is valid only on presentation of a proof of purchase. The product can be taken directly in person to an authorised service centre or must be adequately packaged and returned, by recorded delivery (or equivalent method of postage), to a ROWENTA authorised service centre. Full address details for each country's authorised service centres are listed on ROWENTA website ([www.rowenta.com](http://www.rowenta.com)) or by calling the appropriate telephone number as set out in the Country List to request the appropriate postal address.

ROWENTA shall not be obliged to repair or replace any product which is not accompanied by a valid proof of purchase. This guarantee will not cover any damage which could occur as a result of misuse, negligence, failure to follow ROWENTA instructions, use on current or voltage other than as stamped on the product, or a modification or unauthorised repair of the product. It also does not cover normal wear and tear, maintenance or replacement of consumable parts, or the following:

- using the wrong type of water or consumable;
- scaling (any de-scaling must be carried out according to the instructions for use);
- ingress of water, dust or insects into the product (excluding appliances with features specifically designed for insects)
- mechanical damages, overloading
- damages or bad results due to wrong voltage or frequency
- accidents including fire, flood, thunderbolt etc
- damage to any glass or porcelain ware in the product

This guarantee does not apply to any product that has been tampered with, or to damages incurred through improper use and care, faulty packaging by the owner or mishandling by any carrier.

The international ROWENTA guarantee applies only for products used in any of the listed countries where the specific product is sold.

## **Consumer Statutory Rights**

This international ROWENTA guarantee does not affect the statutory rights a consumer may have or those rights that cannot be excluded or limited, nor rights against the retailer from which the consumer purchased the product. This guarantee gives a consumer specific legal rights, and the consumer may also have other legal rights which vary from State to State or Country to Country. The consumer may assert any such rights at his sole discretion.

## **\*For Australia, only:**

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.