



Conditions of Guarantee

Information on the guarantee

Apar srl guarantees its customers that products and accessories purchased from Apar srl conform to specification from the time of production for a period of two (2) years from the date of purchase of product(s) ("Guarantee Period").

Please inform Apar of any fault of any Product in the relative specifications and to send a letter immediately within two (2) months from the date of noticing the fault in material or manufacture, or non-conformity to specification, and in case within a period not exceeding the Period of Guarantee. Apar will not be responsible for claims relating to Products effected by a third party.

During the Guarantee Period, Apar srl, using the only remedy in its power, will repair or replace its Product not conforming to the Guarantee, at its own discretion and at no further cost; where this is not possible, Apar srl will refund the price of Product, reduced by an amount it retains necessary for use of same from date of purchase. This Guarantee expires at the end of Guarantee Period.

This Guarantee represents the sole and exclusive guarantee of Apar srl products and accessories, and overrides all other guarantees, general conditions, written or implied.

In no case whatever will Apar srl be held responsible for a price exceeding that of purchase, nor any other damage, direct or indirect* caused by use or misuse of product within the limits that such exclusion of responsibility is consented by the relevant rules.

In the case of a customer being a consumer, this Guarantee does not affect any right guaranteed by Law as a guarantee of quality or proper use, for which products of the same type are normally used under normal conditions of use and service.

*included unconditionally: impossibility of use, loss of time, inconvenience, commercial loss, loss of profit or earnings.

How to obtain assistance under guarantee

To obtain assistance under guarantee it is necessary to make written application to Apar srl via e-mail (assistenza@apar.it), via fax 031690699 or to Apar srl., località Gaggio 17, Nibionno Lc 23895. Please include:

Name and surname of purchaser

Date of purchase (date written on receipt)

Problem encountered: please specify clearly fault or non-conformity.

To receive further information on how to obtain assistance under guarantee, please contact Customer Services, Apar srl.

To take advantage of assistance under guarantee it is necessary to show the receipt or similar document indicating date of purchase.

Please ensure that all repairs and assistance calls are carried out by authorized Apar srl personnel, in conformity with requirements of Apar Assistance.

In certain cases, Apar srl could ask the customer further information exclusively regarding Product maintenance; it is thus important for the customer to conserve documents relating to previous repairs, and produce same.

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This Guarantee is not valid if the Product has been modified. Apar srl reserves the right to refuse free assistance if the required documentation is not supplied or if information is incomplete, illegible or incompatible with manufacturing data.

Repair work, at Apar srl's discretion, can include completion work of certain details, replacement of equivalent working parts, new or repaired. Parts, or accessories replaced are covered for the remaining original Guarantee Period.

The Guarantee Period will not therefore be extended in any way.

All original accessories that have been replaced become the property of Apar srl.

Apar srl will not be held responsible, under any circumstances, for problems or damage caused by accessories not supplied by Apar srl and installed or used in conjunction with its own Products, and will neither respond to functioning of Apar srl Products with accessories and any other equipment explicitly excluded from this Guarantee.

In the case of the Product being used in conjunction with accessories or equipment not supplied by Apar srl, Apar srl cannot guarantee correct functioning of the combined Product/accessory, and will neither accept assistance requests under guarantee when the Product is used in such way and Apar srl has stated that there is no malfunction of Product.

Exemptions of Guarantee

This Guarantee is considered invalid if faults are caused by damage, misuse, tampering, negligence or carelessness and in the case of alterations or repairs effected by unauthorized persons.

The following are some examples of faults or damage not covered by this Guarantee of Product:

1. Faults or damage resulting from use of Product under conditions different to normal conditions.
2. Faults or damage due to wrong usage, accident or carelessness.
3. Faults or damage arising from incorrect checks, operations, maintenance, installation effected by persons unauthorized by Apar srl, unauthorized adaptations, applications, or any other alteration or modification of any kind.
4. Products dissembled or repaired by any other person than Apar srl personnel, in such a way to jeopardize correct functioning or to prevent adequate control and testing that satisfy request for assistance while under Guarantee.
5. Faults or damage caused by humidity, liquid or infiltration due to incorrect use of Product.
6. Scratches or damage to any surface or any other external part, due to normal use of Product by consumer.
7. Periodic maintenance or repair work or replacement of parts due to normal wear and tear or deterioration.

Note:

Depending on conditions of use and customary use by customer, episodes may arise of wear and tear and deterioration of Product parts, including mechanical problems to paintwork and any other accessory not being part of the original structure of Product purchased. Correction of faults caused by general wear and tear and deterioration and use of perishable products beyond their Period of Optimal Service are customer's responsibility and consequently Apar srl will not supply free assistance under guarantee for these items.

Repairs not under Guarantee

In the event that the customer requests Apar srl to carry out repairs to their Product at any time beyond the Guarantee Period, or in the event that the Guarantee cannot be applied due to the nature of fault or resulting malfunctioning, Apar srl at their own discretion, can effect such repairs and charge customer for expenses incurred.