

## MANUFACTURER WARRANTY

This product is covered by twenty four (24) months warranty from the date of purchase by the final customer. This warranty covers defects in parts and workmanship of the product.

For the implementation of the guarantee, we invite you to get closer to your salesman or to contact us at the following address :

FORGELEC\_6, rue de Crimée 49100\_ANGERS [contact@forgelec.com](mailto:contact@forgelec.com)

This warranty does not exclude or limit the statutory rights of the final user under applicable laws and regulations regarding the sale of products, nor its rights to the seller of the product. Unless otherwise provided by law, this warranty constitutes the sole and final recourse of the final customer against FORGELEC, in respect of any defects in the product, and FORGELEC can not be held responsible for any loss, damage, indirect or consequential damages of any kind, caused by a product defect. This commercial guarantee is in addition to the legal guarantees of conformity and latent defects (articles L211-4, L211-5 and L211-12 of the Consumer Code, and articles 1641 and 1648 paragraph 1 of the Civil Code) provided for by French law. .

The implementation of the warranty is subject to the presentation of the invoice for the purchase of the product by the end customer. The following information is considered essential for the implementation of the warranty: final customer name, seller name and address, model name and serial number of the product, date of purchase of the product. The warranty will not apply if the serial number or nameplate affixed by FORGELEC on the product is illegible, has been modified or has been deleted.

The warranty is limited to the supply of spare parts. In the event of replacement of the product, the warranty will continue to apply to the replaced product for the remaining period of this warranty. Warranty repairs must be performed by contractors approved by FORGELEC. Any repair performed by a non-authorized service provider is the sole responsibility of the customer.

Under this warranty, the only obligation incumbent on the seller will, according to his judgment, be the free replacement of the product for an identical product, or the repair of the product or the element recognized as defective by its services.

The seller reserves the right not to take back the goods to be replaced.

Any product called to benefit from the guarantee must be, beforehand, subjected to the customer service of the salesman whose agreement is essential for any replacement or for any repair.

## LIMITATION OF WARRANTY

The seller's warranty is limited to repairing, replacing or refunding the value of the defective goods recognized by the seller, taking into account the use made of them and this at the free choice of the seller.

The seller undertakes only to ensure the replacement of the defective parts and the repair of damages of the goods supplied to the buyer by him. The guarantee therefore does not cover labor costs, nor those resulting from dismantling, reassembly and transport operations, except in the case of standard exchange.

## EXCLUSION OF WARRANTY

The warranty excludes damage from external sources, damage resulting from improper use of the product, improper handling or mistreatment (mishandling, falling, shock, etc.) or inappropriate environment (poor ventilation, exposure to moisture, excessive heat, vibrations, shaking, inadequate power supply, etc.) damage resulting from the intervention of a repairer not authorized by FORGELEC, defects and deterioration caused by natural wear or force majeure, fire (fire, flood, etc.), lightning, etc.

Any modification or mechanical, electronic, electrical or other modification made to the equipment or its connection devices by any third party.

Consumables such as heating resistor and probe.

The manufacturer's warranty shall not cover cases where an apparent defect at the time of receipt of the goods has not been declared by the customer under the conditions set out in the general conditions of sale.

In case of bankruptcy or impossibility of supply of the manufacturer, the customer can not turn against the seller, who will assume no responsibility for warranty on the products of this manufacturer.

## RETURN AND EXCHANGE

Exchanges and returns can only concern items that have suffered defects during manufacture or an error on our part.

Any return of merchandise requires a return number that can be obtained via the Contact page on our site or by calling customer service.

The means of return remain at your initiative, at your convenience and at your expense. In any case the seller can not be held to organize the return of goods.

The products must imperatively be in good condition and returned in their original packaging; they must not bear any trace of use, be accompanied by their accessories, certificate of guarantee, etc

After checking the good condition of the item (s) we will proceed to the refund of the sums collected for the goods returned, with the exception of the initial shipping costs.

A refund check of the sums paid, will be sent to you after qualitative and quantitative verification of the returned products.

Otherwise, no refund can be required, you still own the product, you can come pick up at our store within one month maximum.