

Terms of guarantee - 15 years

USB Elefant - USB Classic - USB Classic Light - VSK Classic Light

This guarantee is valid for purchases of all the above-mentioned products in the catalog in effect from 01/04/2020.

Object and conditions of validity of the conventional guarantee

This conventional guarantee concerning eventual defects in the product applies to the abovementioned products (hereafter referred to also as product sold) and labeled with the seal **15 Years Riwega Guarantee**, under the condition that the said products have been used in a manner which complies with that stated in the data sheet present in the catalog in combination with the sealing products and accessories belonging to Division 3 of the Riwega catalog.

The guarantee becomes effective from the date of invoice issued for the product sold.

This conventional guarantee takes effect only if the products sold are used according to the instructions supplied by Riwega Srl, including professional installation in rigorous compliance with the indications in the technical documentation furnished by Riwega Srl on their Internet site, in the catalog and included with the product.

This conventional guarantee does not take effect in the case that the product furnished and invoiced is not paid for in full to Riwega Srl.

Riwega Srl insures that the specifications of the abovementioned products correspond to the current state of generally recognized technology and comply with their respective technical values in effect at the time of delivery.

In addition, from the first to the tenth year of validity this guarantee also includes the cost of removal of the defective product as well as the installation of the new product. Riwega reserves the right to decide the ways and means of performing the work. From the eleventh to the fifteenth year of validity only supply of replacement material is included. The costs for products' removal and installation will be covered by the customer.

Manner of submitting a guarantee claim

This guarantee can be claimed by reporting the defect of the product sold that has been determined by means of a registered letter sent to Riwega Srl – Via Isola di Sopra 28 – 39044 Egna (BZ) within **8 (eight)** days of the date when the defect was discovered, attaching a copy of the Riwega sales invoice showing the type of product and the date of sale, together with the code present on the product sold.

Following the correct manner of declaring the defect and control of the correct documentation mentioned above, Riwega Srl will arrange for an on-site inspection by one of their own internal technical staff.

Once the defect of the product and its correct technical installation in combination with the products listed in Division 3 of the Riwega catalog have been determined, Riwega reserves the right to decide upon the ways and means of executing the possible replacement or repair. The time required for correction of the defect depends on the time of the technical nature necessary for the case in question.

In case of partial or total replacement of the defective product, only the guarantee provided for by law will take effect on the material substituted, while the duration of the conventional guarantee will continue for the original date of invoice.

In case of repair of the defective product, the duration of the conventional guarantee will continue for the original delivery from the date of invoice.

Exclusion from guarantee

All responsibility on the part of Riwega Srl stemming from the use of accessories not made by the same, of the false combination of products and of installation or use not compliant with the normal application foreseen by the method of use given by Riwega Srl.

This guarantee additionally excludes the intervention of influential external factors including, in particular, but not limited to bad planning or defective method of use, mechanical or chemical factors, damage due to solvents or petroleum-based substances, damages caused by any kind of animals, damage due to improper transportation, movement or stacking, improper installation or installation using unsuitable equipment, false technical advice, atmospheric or natural events of particular intensity, earthquakes, sinking or settlement of the soil, deformations or defects of the structure above or underneath the product, or force majeure from the area of responsibility of Riwega Srl.

This guarantee is forfeit in the case of modifications not foreseen for the product, including those due to repairs not authorized by Riwega Srl.

Riwega Srl cannot be held liable for any defects or damage which cannot be proved to be retraceable to a product of Riwega Srl.

In any case, Riwega Srl cannot be held liable for damages to the product brought about by acts or facts by third parties.

Applicable rules

For all cases not mentioned above, we refer to the conditions of sale as far as they are applicable.