



**GIOVENZANA**  
INTERNATIONAL B.V.

## WARRANTY TERMS 2024

The standard duration of the warranty period for Giovenzana International B.V. products is one Year. The warranty is of the carry-in type, i.e. provided at Giovenzana International B.V. premises.

During the warranty period, Giovenzana International B.V. shall repair all faults arising from manufacturing or material defects. If Giovenzana International B.V. deems that the mentioned faults cannot be repaired, it will replace components with those it considers having the same function as the equipment to be replaced; in this case, the replaced components will be the property of Giovenzana International B.V.

Warranty is limited to the repair or substitution of parts. Giovenzana International B.V. is not in any way responsible for further faults or defects.

The costs of repair and/or replacement of products under warranty are borne by Giovenzana International B.V. while shipping costs are at the customer's expense.

The Customer must deliver the product to Giovenzana International B.V., together with a detailed description of the problem.

The warranty is no longer valid if:

- a) the Customer modifies or repairs the product or has it modified or repaired by unauthorized persons,
- b) the Customer uses the product for purposes other than those normally envisaged and/or exposes it to conditions other than those of normal use,
- c) the Customer uses or keeps what has been supplied in a wrong, negligent or improper manner,
- d) the "Guarantee seal" has been removed, damaged or tampered with.

The Giovenzana International B.V. warranty is not applicable:

- a) to materials not supplied by Giovenzana International B.V.,
- b) if the defects derive from normal wear,
- c) if the defects derive from external causes, such as fire or water, lightning, accidents, vandalism, earthquakes or war,
- d) if it is clear that of no warranty rights exist, all expenses for technical analysis, repair or replacement shall be at the customer's expense.

In case of need please contact: [quality@giovenzana.com](mailto:quality@giovenzana.com)

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