

# Limited Warranty

## Vitreous Ceramics (“VC”) Products

### Warranty

Subject to the exclusions and limitations set forth below, Grohe Hong Kong Limited (the “Company”) warrants that its VC products will remain free of material, manufacturing, design and functional defects for a period of 2 years, effective from the date of purchase (as shown in the receipt) (the “Warranty Period”).

1. During the Warranty Period, the Company shall repair or replace, at its discretion, such products found defective under normal use.
2. In the event that no product of the same model is available, the Company reserves the right to replace the defective product with a similar model.
3. To request for repairs, purchasers are required to provide proof of official receipt.
4. Service charges for any repairs shall be waived for the first three months from the date of purchase.
5. The Warranty Period shall not be extended by any replacement of the defective product or repairs carried out by the Company, nor shall it commence to run anew.

### Exclusions

This Limited Warranty does not cover any of the following:

1. Any product removed from its original installation position.
2. Any defect resulting from the transportation, installation, modification of the product, or caused by any use or misuse beyond the intended purpose specified for the product, or resulting from improper maintenance or use of non-genuine parts as replacements, irrespective of whether any of the above defects were due to end users, installation technicians, contractors, or any other professionals other than those specified by the Company.
3. Any transportation cost or expense arising from the repair or replacement of the product (except for transportation cost or expense for defective product/part replacement), or any cost or expense resulting from installation or dismantling of the product, or any cost or expense in relation thereof.
4. Any defect resulting from insufficient water pressure, impurities in tap water, or improper cleaning of the product.
5. Failure of the customer to provide the original purchase receipt of the product.
6. Any defect caused by force majeure, such as fire, earthquake, flood, lightning, or any other cause beyond reasonable control.
7. Any product not purchased from an authorised retailer of the Company in Hong Kong.
8. Any other situation beyond the responsibilities of the manufacturer of the product or the authorised retailer of the product.

### General Terms

1. Except as expressly set forth in this Limited Warranty, all warranties for the Company’s products, express or implied, statutory or otherwise, including warranties of merchantability or fitness for a particular purpose are expressly excluded to the fullest extent permitted by law.
2. The Company’s total liability, whether based on contract, warranty, tort, statute, law or equity, under this Limited Warranty or in connection with the sale of the Company’s product hereunder shall be limited to the repair or replacement of such product. In no event shall the Company be liable to the purchaser for any indirect, special, incidental or consequential loss, expense, expenditure or damage whatsoever.
3. In case there is any inconsistency or conflict between the English version and other versions of the Limited Warranty, the English version shall prevail. The Company reserves the right of final decision on the interpretation of this Limited Warranty.
4. This Limited Warranty shall be governed by and construed in accordance with the laws of Hong Kong. The Company and the purchaser hereby irrevocably submit to the exclusive jurisdiction of the courts of Hong Kong.

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# 產品有限保證

## 陶瓷製品

### 保證

根據以下所列的排除和限制，Grohe Hong Kong Limited ( “本公司” ) 由收據發出之日期起2年 ( 下稱 “保證期” ) ，保證陶瓷製品沒有材料、製造、設計及功能上的缺陷。

1. 在保證期內，如產品在正常使用的情況下有缺陷，本公司將酌情決定維修或更換該產品。
2. 若未能提供同類型號產品，本公司保留權利以其它型號代替該產品。
3. 買方提出維修要求時，需出示有效正式收據。
4. 由購買日期發出的收據起計算之3個月內，免收維修服務費。
5. 保證期不得因任何有缺陷的產品而需更換或本公司需作出維修而延長，也並不會重新計算。

### 不保事項

上述產品有限保證不包括以下事項：

1. 任何產品被移離原本安裝位置；
2. 任何因運輸、安裝、改動產品、或濫用或錯誤使用超出該產品指定的預期目的，或因缺乏適當保養或更換非原裝產品零件而引致的缺陷，無論此等缺陷是由用戶、安裝技工、承包商或其他任何非本公司指定工作人員所造成；
3. 任何維修或更換該產品所引致的運輸成本或費用 ( 因產品有缺陷而需更換產品/部件所引致的運輸費用除外) 和安裝或拆卸產品的人工成本或費用，或因此引起的其他成本或費用；
4. 任何因水壓不足、使用水雜質過多或不適當清洗所引致的缺陷；
5. 客戶未能出示有效購貨收據的正本；
6. 任何因不可抗力事故，包括火災、地震、水災、雷擊或任何其他不可控制的起因造成的缺陷；
7. 產品購自本公司在香港非授權的銷售商；
8. 其他不可歸咎於製造商和授權銷售商的情形。

### 一般條款

1. 除非在此明確說明，本公司明確以法律所許可的最大範圍內排除其產品的所有保證，即使明示或暗示，法定或非法定，包括適銷性或特定目的的適用性的保證。
2. 根據本產品有限保證或有關本公司產品的銷售，本公司的總負債，無論基於合約、保證、侵權、法規、法律或衡平法限於該產品的維修或更換。在任何情況下，本公司不會承擔買方的任何間接、特殊、偶然或附帶性的損失、費用，支出或損害的責任。
3. 如本產品有限保證的英文版本和其他版本有不一致或抵觸，將以英文版本為準。本公司對本產品有限保證有最終解釋權。
4. 本產品有限保證授予香港法例管轄並依照香港法力詮釋。本公司及買方同意接受香港法院之專屬司法管轄權。

Grohe Hong Kong Limited

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