

Warranty

Vending



Thank you for purchasing a Zumex product. We hope our product will provide you with an excellent service for many years. To this end, Zumex submits all its products to demanding controls, in order to guarantee their quality and safety, in compliance with the strictest regulatory requirements.



* See the range of certified products.

As manufacturers of the equipment you have purchased, we are convinced of its excellent quality, and hope that you will not require any technical assistance for a long time. However, if you need information, tips on use, technical support and/or replacement part, both inside and outside the warranty period, we will be pleased to answer your queries at www.zumex.com. Do not hesitate to visit our website and consult any doubts you may have.

The Zumex VENDING product you have purchased is covered by the warranty terms and conditions set out below.

Basic Warranty Conditions

Zumex guarantees the excellent quality of the new product you have purchased and that it shall be in good working order for 1 year as from the purchase date.

Please read this document carefully and if you have any doubts, please contact us at service@zumex.com

What does the warranty cover?

This warranty comprises the right to replace any component of the product purchased new by you free of charge, if such component should have a manufacturing or assembly defect or operating fault, so long as this is due to a manufacturing fault that represents a deficiency in its normal operation. However, the Zumex VENDING warranty assumes that the purchaser is a professional who is able to manage the repair and maintenance of the machinery purchased on his own. In this case, Zumex only offers the delivery of the faulty component and the necessary technical support to replace it.

For this warranty to become effective, you must provide proof of the date of purchase of the equipment, the model and the serial number, via the relative purchase invoice.

What does the warranty not cover?

Given that Zumex, as product manufacturer, cannot assume responsibility for certain aspects of its machine that are not related to our activity, there are certain faults and damage that this warranty cannot cover.

In particular, this warranty shall not cover products not purchased directly from Zumex Group, S.A.

The product User Manual explains all the recommendations for its installation and use, as well as to obtain maximum performance. Please make all the verifications indicated therein. Any flaw, damage or operating deficiency caused by incorrect installation or by improper use, shall be excluded from this warranty. Therefore, it is very important for you to read the User Manual carefully. If you wish you can look it up on our website: www.zumex.com

In any case, the following are excluded from the coverage of this warranty:

- The service provision (travel), manpower and transport concepts.
- Solution of faults produced by causes that are unrelated to the design or manufacture of the machine (for example, electricity supply cuts), or which are caused by improper use.
- Repair of defects in the appliance caused by damage not attributable to the manufacturer due to external conditions, flaws caused by knocks or impacts, damage due to climate conditions or other natural phenomena, as well as external influences such as voltage and/or pressure surges.
- Repair due to use contrary to the purpose defined by the manufacturer, as well as improper handling or effort, use of inappropriate chemical agents or washing products, damage caused by chemical or electrochemical effects of the water, as well as due to incorrect installation or assembly, to general unusual environmental conditions or to improper maintenance of the equipment, due to failure to observe the care and cleaning tasks according to the instructions for use.
- Replacement or repair of parts affected by wear, included in the normal maintenance and cleaning of the product; and those that the manufacturer recommends should be replaced within a specific period of time or number of work cycles.
- Replacement or repair of plastic parts and other sensitive parts (for example glass holder door, peel ejector, front cover, waste container, bins, pressing units, silicone tube, antidripping, sweeper brush, tubes etc.) when their fault or breakage is not attributable to a manufacturing defect.

Finally, the warranty would be cancelled if the machine is opened or handled by people who do not have proper official training qualifications related to the VENDING range and delivered by Zumex or people authorised by Zumex; or if additional parts or accessories that are not Zumex originals are replaced or used.

Important

To be entitled to this warranty, it will be essential to provide Zumex Group S.A. with proof of the date of receipt of the new product by you, by providing the purchase invoice. Please keep the purchase invoice to avoid problems in the future.

This Zumex VENDING warranty is international and will be applicable to all original machines of the Zumex Vending range, purchased directly from Zumex Group S.A. by any purchasers, regardless of where they are located.

Except for the express warranties set forth above, Zumex grants no other warranties, express or implied, by statute or otherwise, regarding the product, fitness for any purpose or otherwise. To the extent that permitted by the local laws, Zumex shall not be liable for the any defect, inconvenience, loss or any other consequential damage, arising out of the use, or inability to use the product or breach of any express or implied warranty.

Register your product at www.zumex.com during the first days of use to offer you a better service and help you manage your warranty.

Welcome to Zumex, we hope you will enjoy your product.

*Warranty terms applicable to products sold after 01/01/2014.