

Warranty

Spare Parts



Thank you for purchasing an original Zumex spare part. We hope that our spare part will adapt perfectly to your needs and that it will work properly and for a long time.

The Zumex original spare parts are the same as those used in our equipment. They are submitted to the same quality controls as the original components installed in your equipment, satisfying the strictest regulatory requirements to guarantee the quality and safety of the spares.



* See the range of certified products.

The warranty terms and conditions corresponding to your purchase of an original Zumex spare part are described in this document.

Basic Warranty Conditions

Zumex guarantees the excellent quality of the original Zumex spare part you have purchased new and that it will be in good working order for 6 months as from the purchase date. This warranty exclusively covers Zumex original spare parts.

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 the Zumex original spare part purchased new by you from Zumex Group S.A. free of charge, if such spare 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. It shall not cover a refund of the purchase price under any circumstances.

Zumex may ask you, at any time, to send the faulty part whose replacement you are requesting, in order for Zumex to verify the defect. Its shipment will be a compulsory requirement for the validity of this warranty. If it is indeed a manufacturing defect, the part will be replaced and the costs derived from this process will be assumed by Zumex.

For this Zumex warranty to become effective, you must provide proof of the date of purchase of the Zumex original spare part, via the relative purchase invoice.

What does the warranty not cover?

Given that Zumex, as manufacturer of the original spare part, cannot assume responsibility for certain aspects not related to our activity, there are certain faults and damage that this warranty cannot cover.

Please inspect the state of the Zumex original spare part purchased on delivery, and check that it is the right one before installing it. Remember that a bad diagnosis may cause the spare part purchased not to work correctly or the incorrect operation of the equipment. Any flaw, damage or operating deficiency, caused by mistakes in selecting the spare part, by inadequate installation or improper use of the spare part, will result in the loss of coverage of this warranty and of the warranty of the equipment that this spare part is installed in.

If you do not send the faulty part when requested by Zumex to verify the defect, this warranty will lose its validity.

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

- The service provision (travel), manpower and transport concepts, which may possibly arise in those cases deemed appropriate by Zumex.
- Faults or damages caused to the spare part, not attributable to its design or manufacture, but caused by 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.
- Faults or damage to the spare part caused by improper use or use contrary to the purpose defined by the manufacturer, due to improper handling, to the use of inappropriate chemical agents or washing products, to damage caused by chemical or electrochemical effects of the water, as well as due to incorrect installation or assembly, due 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 equipment; and those that the manufacturer recommends should be replaced within a specific period of time or number of work cycles.
- Replacement or repair of fragile parts and/or plastic parts (for example wedges, handles, covers, containers, spouts, etc.) when their fault or breakage is not attributable to a manufacturing defect.

Finally, the warranty would be cancelled if the spare part is installed in equipment in which non-original Zumex parts are also installed or additional parts or accessories that are not Zumex

originals are 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 original Zumex spare part by you, by providing the purchase invoice. Please keep the purchase invoice.

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.

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

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