

# MANUFACTURER WARRANTY

April, 2023

## Warranty conditions:

**The manufacturer Burda Worldwide Technologies GmbH grants the following guarantee on the goods advertised with the guarantee promise:**

### ➤ For end customers/private use

- 2 years guarantee on radiant heaters from the RELAX GLASS, RELAX DARK, TERM and SMART series.
- 24 months guarantee on heating lamps.
- 5 years guarantee on heating panels HEATPANELS.

### ➤ For commercial customers/commercial use

- 1 year guarantee on radiant heaters from the RELAX GLASS, RELAX DARK, TERM and SMART series.
- 12 months guarantee on heating lamps.
- 1 year guarantee on heating panels HEATPANELS.

### ➤ For industrial customers/ industrial use

- 6 months guarantee on radiant heaters from the RELAX GLASS, RELAX DARK, TERM and SMART series.
- 6 months guarantee on heating lamps.
- 6 months guarantee on heating panels HEATPANELS.

The period for calculating the warranty period begins with the invoice date. The manufacturer's warranty extends geographically to the Federal Republic of Germany. If material or manufacturing defects occur during this period, the manufacturer, as the guarantor, grants one of the following services at its discretion within the scope of the guarantee:

- free repair of the goods or
- free exchange of the goods for an equivalent item (possibly also a successor model if the original goods are no longer available).

## In the event of a warranty claim, please contact the guarantor:

- If you bought the product directly from BURDA WTG, please contact us directly:

Burda Worldwide Technologies GmbH  
Rudolf-Diesel-Straße 18  
D-65760 Eschborn  
E-Mail: [info@burdawtg.de](mailto:info@burdawtg.de)  
Tel.: +49 6173 32424-0

- If you bought the product from a retailer, please contact your retailer.

**Warranty claims are excluded in the event of damage to the goods caused by:**

- abusive or improper handling
- environmental influences (humidity, heat, overvoltage, dust, etc.)
- non-observance of any safety precautions
- non-observance of the operating instructions
- use of force (e.g. impact, impact, fall)
- unauthorized use
- repair attempts
- normal wear and tear

A claim under the guarantee presupposes that the guarantor is able to check the guarantee case by sending in the goods. It is important to ensure that damage during transport is avoided by using appropriate packaging.

To apply for warranty service, you must enclose a copy of the original invoice with the shipment. If this is no longer available, we need the invoice or order number. We ask for your understanding that the manufacturer can refuse the guarantee without enclosing this copy of the invoice or missing invoice or order number. Sending the copy of the invoice serves to calculate the guarantee period. You must also provide the seller's name and address if this is not evident from the attached copy of the invoice.

If the warranty claim is justified, the warranty will be processed free of charge for you. Any shipping costs you may have paid will then be reimbursed by the guarantor.

**Please note:**

Your legal rights against us from the purchase contract concluded with us are in no way restricted by this guarantee promise. In particular, any existing statutory warranty rights against us remain unaffected by this guarantee promise.

If the purchased item is defective, you can always contact us within the framework of the statutory warranty, regardless of whether there is a guarantee case or the guarantee is claimed.