



GENERAL TERMS OF SERVICE

POLICY

GARANZIA3 is the technical assistance service offering the producer's warranty period prosecution through the repair and/or replacement of the product or, if it is impossible to proceed with the repair and/or replacement, Garanzia3 will refund the purchased price reduced by a percentage related to the age of the product.

ACTIVATION

In order to activate Garanzia3 the customer can log on the website www.warranty3.co.uk or fill the extension's certificate in all its gaps, sending it with a copy of the purchase document and, if present, the original warranty issued by the manufacturer, via registered mail with return receipt to the address stated on the certificate, within and no later than one year from the purchase date of the product. Activating Garanzia3 Business Company S.p.A. will guarantee the customer the prosecution of the warranty offered by the producer, through the repair and / or replacement, within the limits of the general conditions below.

DURATION AND EFFECT

GARANZIA3 offers the prosecution of the producer's warranty period for 3 years (or for a shorter period of time in case of the original manufacturer's warranty period exceeds 2 years) and will have the effect shown below. The assistance service offered by GARANZIA3 will not have a duration exceeding 60 month from the purchase date of the product to guarantee.

The effective date of the service, for each unit/product identified in the certificate will be fixed as follows:

- In case of consumer purchaser, GARANZIA3 will be activated on the first day following the expiry of the legal guarantee (2 years);
- In the case of a professional buyer, GARANZIA3 will be activated on the first day following the expiration of the manufacturer's warranty, usually 1 year.

METHOD OF DELIVERING

The GARANZIA3 assistance service will be delivered following the same terms and conditions described in the original warranty certificate issued by the manufacturer and valid at the time of the product purchase. In case a warranty certificate should not be supplied by the producer, GARANZIA3 will refer to the warranty conditions on the website of the producer himself.

The repair for each intervention, over the duration of this extension, will not cost more than what stated on this certificate, equivalent to 500,00 / 1000,00 / 2000,00 / 5000,00 euro (depending on the chosen certificate). Any damages or faults caused, in any case, by negligence or fraud of the customer or due to the normal wear of the components, that are excluded from the original manufacturer's warranty are also excluded from the warranty extension. In the event that this last possibility occurs, Business Company S.p.A. will immediately communicate an estimate of expense for the repair of the product.

No deductible will be charged to the customer for the repair of the product.

During the legal guarantee period, Business Company S.p.A. will offer customers information regarding the proper use of it. From the first day after the legal guarantee expiration the customer will have the right to repair the product with no additional cost, using GARANZIA3.

In the event that the product cannot be repaired, the customer can get its replacement or a refund of the purchase price of the product, by reducing an annual rate of 10% of the purchase value.

RULES IN THE PRESENCE OF FAILURE

Upon device failure, after the end of the legal guarantee, the customer must log on the website www.warranty3.co.uk or send an e-mail to assistenza@garanzia3.it, or call the toll free number **800-090737** (from Mon to Fri from 10:00 to 17:00), to communicate its personal details and the details of the GARANZIA 3 certificate; the customer service will verify the correctness and communicate to the customer the procedures and terms to be followed for the product repair.

Garanzia3 is a Business Company's mark

via V. Monti, 8
20123 – Milano

via Irno loc. Sardone, snc
84098 – Pontecagnano Faiano (SA)
Free Number: 800-090737
E-Mail: info@garanzia3.it