

GUARANTEE TERMS

This guarantee is offered as an extra benefit and does not affect your legal rights.

All products are guaranteed by the Company for 12 months against faulty material or workmanship. If any part is found to be defective in this way within the first twelve months from the purchase date, we or our authorised service agents, we will replace or at our option repair that part without any charge for materials, provided that the appliance has been used only in accordance with the instruction provided with each products and that it has not been connected to an unsuitable electricity supply, or subjected to misuse, neglect or damage or modified or repaired by any person not authorised by us.

The correct electricity supply voltage and frequency is shown on the rating plate on the appliance. This guarantee is normally available only to the original purchaser of the appliance, but the company will consider written applications for transfer.

Should any defect arise in any products and a claim under guarantee become necessary, the appliance should be carefully packed and returned to your local service agent. This copy of the guarantee should be attached to the appliance. Guarantee is applied only if the equipment is returned F.O.T. our factory. No technical intervention may be claimed for any reason at the place of installation under guarantee.

This warranty applies only to the original purchaser who must have properly registered the product within 10 days of purchase. EXCEPT AS PROVIDED HEREIN, K-FACTOR MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Some countries do not permit limitation or exclusion of implied warranties; therefore, the aforesaid limitation(s) or exclusion(s) may not apply to the purchaser.

EXCEPT AS PROVIDED ABOVE, IN NO EVENT WILL K-FACTOR BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF THIS PRODUCT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. Specifically, K-FACTOR is not liable for any costs, such as lost profits or revenue, loss of equipment, loss of use of equipment, loss of software, loss of data, costs of substitutes, claims by third parties, or otherwise.

"WARRANTY ON CENTER"

The guarantee period is 12 months from the date of invoice. In compliance with European standards it is allowed the exchange of parts. Repair costs are included. The machine or damaged part, if the client is able to send only the damaged part and this is possible for the repair without affecting the overall operation of the machine, must be sent to K-factor srl after arrangement with the Technical Support (service@kfactor.it). Upon receipt of the same, with the times due to the availability of the part at the warehouse, the product or part repaired or replaced according to the following modes will be sent back to the customer.

Warranty is void if the customer performs operations other than specified in the user manual.

Warranty is void in case of problems or damage resulting from incorrect use of the product, by incompetence or lack of knowledge of procedures and methods of use.

"BASIC SERVICE" (available on all machines)

In case of problems an email should be sent to service@kfactor.it describing the problem itself. Technical Support will respond as soon as possible. If the customer identifies a faulty part and the Technical Support authorizes the dispatch, he can remove and ship the part to K-factor srl. If the customer prefers that the fault is repaired by K-factor srl and Technical Support has authorized the receipt, he can ship to K-factor srl in its original packing and related accessories. In any case, the shipping costs to and from K-FACTOR SRL are both charged to the customer.

"SERVICE PACK" (optional)

The Service Pack is chargeable option that must be requested at time of purchase and entitles you to a range of opportunities compared to Basic Service.

In case of problems, the customer can call K-FACTOR SRL service telephone number dedicated to Service Pack customer asking the Support and describing the problem itself.

If the customer identifies a faulty part and the Technical Support authorizes the dispatch, he can remove it and ship it to K-FACTOR SRL.

If the customer prefers that the fault is handled by k-factor srl and Technical Support has authorized the receipt, he can ship to k-factor srl in its original packing machine and related equipment.

In any case, the shipping costs to and from K-factor Ltd. are both covered by k-factor srl.