

TWO YEAR LIMITED WARRANTY STATEMENT

WHAT THIS LIMITED WARRANTY COVERS:

The Warranty coverage provided by Bertazzoni SpA ("Bertazzoni") in this statement applies exclusively to the original Bertazzoni appliance ("Product") sold to the consumer ("Purchaser") by an authorized Bertazzoni dealer/distributor/retailer, purchased and installed in the United States, District of Columbia, or Canada which has always remained within the country of original purchase (United States, District of Columbia, or Canada).

Warranty coverage is activated on the date of original retail purchase of the Product and has a duration of **two(2)** years.

Warranty coverage is non-transferrable.

In the event of parts replacement or entire product replacement, the replacement Product (or parts) shall assume the remaining original Warranty activated with original retail purchase document. This Warranty shall not be extended with respect to such replacement.

Bertazzoni SpA will repair or replace any component/part which fails or proves defective due to materials and/or workmanship within 2 years from the date of original retail purchase and under conditions of normal residential, non-commercial use.

Repair or replacement will be free of charge, including labor at standard rates and shipping expenses.

Purchaser is responsible for making the Product reasonably accessible for service. Repair service must be performed by a Bertazzoni Authorized Service company during normal working hours. Labor performed at overtime or premium rates shall not be covered by Warranty.



IMPORTANT: retain proof of original purchase to establish warranty period.

Bertazzoni's liability on any claim of any kind, with respect to the goods and/or services provided, shall in no event exceed the value of the goods or service or part thereof which gives origin to the claim.

30 Day Cosmetic warranty

Inspection of the product must be made by Purchaser at time of delivery.

Bertazzoni warrants that the Product is free from manufacturing defects in materials and workmanship for a period of thirty (30) days from date of original retail purchase of the Product.

This coverage includes:

- Paint blemishes
- Chips
- Macroscopic finish defects

Cosmetic warranty does NOT cover:

- issues resulting from incorrect transport, handling and/or installation (i.e: dents, broken, bowed or deformed structures or components, shattered glass components)
- slight color variations in painted/enameled components

- differences caused by natural or artificial lighting, location or other analogous factors.
- Stains/corrosion/discoloration caused by external substances and/or environmental factors
- **labor costs, display, floor, B-stock, out-of-box, "as is" appliances and demo units.**

Glass protection policy

This warranty covers range oven door glass breakage for the following duration:

EXTERNAL & MIDDLE GLASSES: 90 days after original purchase date

INNER GLASS: 180 days after original purchase date

HOW TO OBTAIN SERVICE

To receive warranty service, the Purchaser must contact Bertazzoni Service for problem determination and correct service procedures.

Model number, serial number and date of original retail purchase will be requested.



IMPORTANT: retain proof of original purchase to establish warranty period.

If located in the USA

866 905 0010

<https://us.bertazzoni.com/more/support>

If located in CANADA

800 561 7265

<https://ca.bertazzoni.com/more/support>

WARRANTY EXCLUSIONS – WHAT IS NOT COVERED

- Use of the Product in any non-residential, commercial application
- Use of the Product for anything other than its intended scope
- Repair service provided by other than a Bertazzoni authorized service agency.
- Damage or repair service to correct service provided by an unauthorized agency or the use of unauthorized parts.
- Installation not in accordance with local/state/city/county fire codes, electrical codes, gas codes, plumbing codes, building codes, regulations, or laws.
- Defects or damage due to improper storage of the Product.
- Defects or damage or missing parts on products sold out of the original factory packaging or from displays.
- Service calls or repairs to correct the incorrect installation of the product and/or related accessories.
- Replacement of parts/service calls to connect, convert or otherwise re- pair the electrical wiring and/or gas line to properly use the product.
- Replacement of parts/service calls to provide instructions and education on the use the Product.
- Replacement of parts/service calls to correct issues due to product usage in manner other than what is normal and customary for residential use.

- Replacement of parts/service calls due to wear and tear such as gaskets, knobs, pan supports, shelving, cutlery baskets, buttons, touch displays, scratched or broken ceramic glass tops
- Replacement of parts/service calls for lack of/improper maintenance such as but not limited to: residue build up, stains, scratches, discoloration, corrosion
- Replacement of glass components that are not doors (such as displays and light bulbs) if claim arises after 30 days from original retail purchase date.
- Defects and damages arising from accidents, alteration, misuse, abuse, improper installation.
- Defects and damages arising from transport, logistics and handling of the Product. Inspection of the product must be made at time of delivery. Any issues from handling, transport and logistics must be notified to selling dealer/delivery company after receipt and inspection.
- Defects and damage arising from external forces beyond the control of Bertazzoni SpA including but not limited to wind, rain, sand, fires, floods, mud slides, freezing temperatures, excessive moisture or extended exposure to humidity, power surges, lightning, structural failures surrounding the appliance and other acts of God.
- Products with altered/damaged/tampered serial number.

In no case shall Bertazzoni be liable or responsible for damage to surrounding property, including furniture, cabinetry, flooring, panels and other structures surrounding the Product.

Bertazzoni is not liable nor responsible for the Product if located in a remote area or an area where certified trained technicians are not reasonably available. Purchaser must bear any transportation and delivery costs of the Product to the nearest authorized Service center or for the additional displacement rates of a certified trained technician.

THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE LISTED AND DESCRIBED ABOVE, AND NO WARRANTIES WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY AFTER THE EXPRESS WARRANTY PERIODS STATED ABOVE, AND NO OTHER

EXPRESS WARRANTY OR GUARANTEE GIVEN BY ANY PERSON, FIRM OR CORPORATION WITH RESPECT TO THIS PRODUCT SHALL BE BINDING ON BERTAZZONI. BERTAZZONI SHALL NOT BE LIABLE FOR LOSS OF REVENUE OR PROFITS, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, TIME AWAY FROM WORK, MEALS, LOSS OF FOOD OR BEVERAGES, TRAVELING OR HOTEL EXPENSES, EXPENSES TO RENT OR PURCHASE APPLIANCES, REMODELLING/CONSTRUCTION EXPENSES IN EXCESS OF DIRECT DAMAGES WHICH ARE DEFINITELY CAUSED EXCLUSIVELY BY BERTAZZONI, OR ANY OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THIS PRODUCT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, AND EVEN IF BERTAZZONI HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST BERTAZZONI BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT SOLD BY BERTAZZONI AND CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, PURCHASER ASSUMES ALL RISK AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PURCHASER AND PURCHASER'S PROPERTY AND TO OTHERS AND THEIR PROPERTY ARISING OUT OF THE USE, MISUSE OR INABILITY TO USE THIS PRODUCT SOLD BY BERTAZZONI NOT CAUSED DIRECTLY BY THE NEGLIGENCE OF BERTAZZONI. THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THIS PRODUCT, IS NON-TRANSFERABLE AND STATES YOUR EXCLUSIVE REMEDY.

Bertazzoni does not assume any responsibility for incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights which may vary from state to state or province to province.

Any questions about this Limited Warranty may be directed to Bertazzoni Customer Care

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