

El-Björn UK Ltd. Manufactured Warranty Particulars

5-YEAR PRODUCT WARRANTY

This 5-Year Product Warranty ("Warranty") is provided by El-Björn UK Ltd. ("we," "our," or "us"), located at Unit 2, Oyster Park, 109 Chertsey Road, West Byfleet, Surrey, KT14 7AX for the product purchased by the consumer ("you" or "the customer") as detailed below. This warranty covers defects in materials and workmanship under normal use and service conditions, applicable to products manufactured by El-Björn AB (Sweden).

1. WARRANTY PERIOD

This Warranty is valid for a period of 5 years from the original date of purchase, as evidenced by a valid receipt or proof of purchase. The warranty period is non-transferable and applies only to the original purchaser.

2. WARRANTY COVERAGE

Subject to the conditions and exclusions stated below, we warrant that your product will be free from defects in materials and workmanship under normal use for the duration of the Warranty period. If your product fails due to a defect during the Warranty period, we will repair or replace the unit at our discretion.

3. HOW TO MAKE A CLAIM

To make a claim under this Warranty, and following registration please contact our customer service team at info@elbjorn.com within the Warranty period. You must provide:

- The original proof of purchase (receipt or order number).
- A description of the issue and the product.
- Photographs of the defect (if applicable). We will ask for the return of the product to assess the defect, and we will arrange for the return shipping at our cost if the claim is valid.

4. WARRANTY CONDITIONS

This warranty is valid under the condition that the defective product is returned under pre-agreement to El-Björn UK Ltd with an explanation of the product defect.

5. WARRANTY EXCLUSIONS

This Warranty does not cover the following:

- Damage caused by misuse, abuse, neglect, or accidents.
- Damage caused by improper installation or maintenance.
- Wear and tear from normal use.
- Products that have been modified or repaired by unauthorized personnel.
- Damage due to exposure to extreme environmental conditions (e.g., water damage, fire, excessive heat or cold, etc.).
- Cosmetic damage such as scratches, dents, or discoloration.
- Products that have been used outside of their intended purpose or specifications.

6. REMEDIES

If your product is found to be defective under this Warranty, we will, at our discretion:

- Repair the product at no cost to you.
- Replace the product with a new or refurbished product of similar type and specification.

7. LIMITATION OF LIABILITY

Our liability under this Warranty is limited to the cost of repair, replacement, or refund, as detailed in Section 5. We shall not be liable for any indirect, incidental, or consequential damages, including but not limited to loss of use, profits, or data, arising from the use of the product.

8. STATUTORY RIGHTS

This Warranty does not affect your statutory rights under UK consumer law. You are entitled to certain remedies under the Consumer Rights Act 2015 if the product is found to be defective or not as described.

9. GOVERNING LAW

This Warranty shall be governed by and construed in accordance with the laws of the United Kingdom.

For any questions or assistance with your product, please contact us at info@elbjorn.com.

This warranty policy is correct and current as of 01/01/2024.

I confirm that this policy will be reviewed annually.

Signed



Mr Matthew Thomas

Managing Director