

### I. Warranty

These provisions apply to all products sold under the Geesa Hotel, Standard, Public area, Comfort & safety, Mirror, Hairdryer, Basket, 27 Collection, Thessa, Luna, Bloq, AIM, Frame, Wynn, Nemox, Nelio, Naxos, Tone, Nexx and Modern Art brand names. These products should guarantee the features that you as a customer can expect in normal use under the agreement. This also applies to out of the ordinary use, where this is anticipated by the parties when concluding the agreement. Coram International guarantees that its products are free from defects in materials, manufacture or design. If these expectations are not met, you as the customer are entitled to free replacement or repair. Where a customer reports a defect promptly, Coram International may choose to repair the defect or replace the parts.

### II. Warranty period

Unless otherwise agreed, the warranty lasts 15 years from when the first customer purchases the product. The warranty period for mirrors, scales and electronics is 2 years.

Replacement and repaired goods are also covered by this warranty. However, the warranty period is not extended or renewed by repair or supply of parts during the warranty period.

During this warranty period, the costs of repair or replacement will be borne by Coram International, provided that the conditions set out in this warranty are met.

### III. Warranty conditions

Any warranty claim should be made by the customer within the warranty period.

Customers can claim under the warranty by reporting defects in writing within the warranty period to the point of sale or the installer where the customer purchased Coram International products. For a warranty claim to be valid, the customer should provide proof of purchase (receipt or invoice) clearly showing the date of purchase. The date the customer raises the claim is of the essence in applying the above warranty.

Notwithstanding the preceding clause, commercial customers may claim under the warranty only if the following apply:

- Installation was completed by a qualified installer or professional;
- Products have been maintained regularly and professionally, as described in the manual enclosed with the products;
- The installation and maintenance instructions have been followed.

The customer cannot claim under the warranty if any of the following applies:

- The products supplied by Coram International have not been used in accordance with their intended purpose;
- Cases of normal wear and tear from daily use;
- Modifications have been made to the products supplied by Coram International;
- Fragile parts, such as glass and lighting, are defective as a result of breakage(s);
- The parts are consumable, such as batteries and light bulbs;
- Cases of excessive force or incorrect, improper or unintended use of the products;
- Cases of deliberate damage or negligence;
- Cases of damage resulting from lack of maintenance, incorrect maintenance or the use of incorrect cleaning agents (see clause V below);
- Parts have been installed incorrectly, or non-original parts have been used;
- Damage has occurred during installation;
- The issue is the result of chemical/electrochemical substances or the effects of electricity;
- The damage is the result of force majeure (including natural disasters);
- The customer has not met the conditions.

Variations to the product supplied with regard to colour, wear resistance, structure, etc., which are technically acceptable according to usual applicable standards or commercial usage, are not grounds for warranty claims.

### IV. Warranty work

Where a customer reports a defect promptly, Coram International may choose to repair the defect or replace the parts. Coram accepts no liability for consequential damage, cost of labour or call-out fees.

The end-user must afford Coram International sufficient notice and the option of whether to provide replacements and/or repairs. If the end-user objects to replacement or repairs, Coram International shall be released from its obligations under the warranty, and shall not be liable for any loss or consequential damage.

If any valid complaint cannot be resolved within a reasonable time using the resources available, or if Coram International is unable to carry out a repair, Coram International guarantees that it will, at the request of the customer, supply a free replacement product of the same type and function. If this product is no longer available, Coram International will supply an equivalent product.

### V. Maintenance instructions

For daily cleaning of bathroom accessories, use a soft cloth dampened with water or (if necessary) some mild detergent or a little soap. Never use scouring powder, steel wool or a cleaning agent which dissolves lime, is acidic, or contains alcohol or any abrasive agent. Limescale can be removed with water and vinegar. Never use abrasives, chlorine or cleaning agents containing hydrochloric acid. It is better to clean stainless steel accessories with a cleaning agent specifically intended for stainless steel. Always rinse well with water and dry/polish using a clean, dry cloth. This is necessary to remove any cleaning agent residue thoroughly.

### VI. Important

Screws and plugs supplied are suitable for installing this product onto a concrete surface. Special fasteners are often required for installing onto other surfaces. Seek professional advice for this. Coram International accepts no liability where the product has not been installed correctly and using the appropriate fasteners.