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## **Pan European Guarantee: Conditions applicable in any country other than the country of original purchase:**

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- A) When the purchaser finds the appliance to be defective, he should promptly contact the proper sales company or distributor in the EU/EEA, Turkey, Macedonia, Serbia, Croatia and Bosnia & Herzegovina where this guarantee is claimed, as indicated in the 'Product Service Guide' or the nearest authorized dealer together with this guarantee and proof of date of purchase.  
The purchaser will then be informed whether
- (i) the sales company or national distributor will handle the repair service; or
  - (ii) the sales company or national distributor will arrange for trans-shipment of the appliance to the EU/EEA, Turkey, Macedonia, Serbia, Croatia and Bosnia & Herzegovina where the appliance was originally marketed; or
  - (iii) the purchaser may himself send the appliance to the sales company or national distributor in the EU/EEA, Turkey, Macedonia, Serbia, Croatia and Bosnia & Herzegovina where the appliance was originally marketed
- B) If the appliance is a product model which is normally supplied by the sales company or national distributor in the country where it is used by the purchaser, then the appliance, together with this guarantee card and proof of date of purchase should be returned at the purchaser's risk and expense to such sales company or distributor, which will handle the repair service. In some countries, the affiliated sales company or national distributor will designate dealers or certain service centres to execute the repairs involved
- C) If the appliance is a product model which is not normally supplied in the country where used, or if the appliance's internal or external product characteristics are different from those of the equivalent model in the country where used, the sales company or national distributor may be able to have the guarantee repair service executed by obtaining spare parts from the country where the appliance was originally marketed, or it may be necessary to have the guarantee repair service executed by the sales company or national distributor in the country where the appliance was originally marketed. In either case, the purchaser must furnish this guarantee card and proof of date of purchase. Any necessary transportation, both of the appliance and of any spare parts, will be at the purchaser's risk and expense, and there may be a consequent delay in the repair service.
- D) Where the purchaser sends the appliance for repair to the sales company or national distributor in the country of use of the appliance, the service will be provided on the same local terms and conditions (including the period of guarantee coverage) as prevail for the same model appliance in the country of use, and not the country of initial sale in the EU/EEA, Turkey, Macedonia, Serbia, Croatia and Bosnia & Herzegovina  
Where the purchaser sends the appliance for repair to the sales company or national distributor in the EU/EEA, Turkey, Macedonia, Serbia, Croatia and Bosnia & Herzegovina where the appliance was originally marketed, the repair service will be provided on the local terms and conditions prevailing in the country of initial sale in the EU/EEA, Turkey, Macedonia, Serbia, Croatia and Bosnia & Herzegovina.
- E) Some product models require adjustment or adaptation for proper performance and safe use in safety or other technical standards imposed or recommended by applicable regulations. For certain product models the cost of such adjustment or adaptation may be substantial and it may be difficult to satisfy local voltage requirements and safety or other technical standards. It is strongly recommended that the purchaser investigate these local technical and safety factors before using the appliance in another EU/EEA, Turkey, Macedonia, Serbia, Croatia and Bosnia & Herzegovina.
- F) This guarantee shall not cover the cost of any adjustments or adaptations to meet local voltage requirements and safety or other technical standards. The sales company or national distributor may be in a position to make the necessary adjustments or adaptations to certain product models at the cost of the purchaser. However, for technical reasons it is not possible to adjust or adapt all product models to comply with local voltage requirements and safety or other technical standards. Moreover, where adaptations or adjustments are carried out the performance of the appliance may be affected.
- G) If in the opinion of the sales company or national distributor in the country where the appliance is used the purchaser has the necessary adjustments or adaptations to local voltage requirements and technical or safety standards properly made, any subsequent guarantee repair service will be provided as above indicated, provided the purchaser discloses the nature of the adjustment or adaptation if relevant to the repair. (It is recommended that the purchaser should not send adapted or adjusted equipment for repair to the sales company or national distributor in the country where the appliance was originally marketed if the repair relates in any way to the adaptation or adjustment)
- H) This guarantee shall only be valid in territories subject to the laws of the EU/EEA, Turkey, Macedonia, Serbia, Croatia and Bosnia & Herzegovina.
- Please keep this guarantee with your receipt.