

WARRANTIES | BELGIUM/LUXEMBOURG/EXPORT

A. Products from the Linum Group range

The warranty on the purchase of new products for professional use at Linum Group runs for a period of **1 calendar year**, valid from our invoice date. The warranty only includes the exchange of spare parts and includes all claims based on clearly visible manufacturing and/or material faults.

B. Electrical appliances from the Linum Group range

The warranty on the purchase of electrical products for professional use from the Linum range runs for a period of **2 calendar years**, valid from our invoice date. The warranty includes the exchange of the spare parts and includes all claims based on clearly visible manufacturing and/or material faults. This 2-year warranty only applies to electrical appliances within the Linum Food range. For the following electrical products a warranty of 1 year applies: electric dispensers, taps, night curtains, components of glass doors, thermometers, resistors, HVAC components, sliding rails and closures.

C. Excluded from the warranty:

- minor deviations that do not affect the value or proper functioning of the product/appliance
- commonly wearable parts through normal use.
 - Electrical appliances: seals, knives, gears, carbon brushes, electric cables,...
 - Other products: bearing bushes, shafts, sealing rings, springs, gears...
- damage caused by incorrect assembly/installation or non-professional installation
- defects/damage caused by incorrect, careless or irresponsible use or maintenance, failure to comply with the user instructions or the placing of non-original spare parts
- damage caused by (electro-)chemical action of water, weather conditions and/or natural phenomena, as well as poor care and/or maintenance
- previously carried out interventions, repairs or adjustments by the customer or a third party, without prior communication with - and agreement of - our company and/or repairs carried out by unauthorized persons.
- branded products, also distributed by our group of companies, but purchased from another (domestic or foreign) distributor. Follow-up via a serial number on electrical products or via invoice number and date contributes to checking this. Serial numbers, if available on the purchased appliance, are always stated on the invoice.
- Fragile glass components, fluorescent and LED lamps

D. Procedure without return (own professional repair)

- report the defect to the email address listed below
- add video/photo material* and mention invoice number
- state the serial number (for electrical appliances)
- state the desired spare part **
- the spare part is sent and invoiced
- you will also receive a return slip for the defective piece
- When the defective part reaches us, it will be analysed for acceptance and credit note.

* If the defect is not sufficiently detectable within the applicable warranty period, then the product should still be sent to us for checking and verifying whether or not it is covered by the warranty. Use the application document provided for this purpose (available on our websites).

** Exploded views available on request

E. With return of the article Make a request first.



In order to return an article for quality control or for repairs to us, you must initiate a return request through the email address stated below. To do so, you must fill in the application form provided on our websites and enclose the corresponding invoice/order confirmation.

If a product is returned for a quality control or for repairs, we will examine it and, if necessary, return it to the manufacturer. For repairs, a quotation will always be drawn up first and the customer's agreement will be requested. All transport and relocation costs related to returns for quality control or repair are for the customer's account.

A return of articles is only possible after our approval and the receipt of a return slip from us.

Questions ?

Contact us. Monday to Friday: 08:30 / 17:00.
Phone: +32 (0)56 35 92 94 - Email: info@linum.eu

