

# DOUBLE IS BETTER.

The **5+5 guarantee** from burgbad.  
Register product **now**.



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## THE 5+5 WARRANTY FROM BURGBAD.

As a first-time buyer, the burgbad bathroom furnishings you have acquired come with our 5+5-year warranty in accordance with the following provisions.

**We draw your attention in advance to the fact that this manufacturer's warranty is not detrimental to a buyer's statutory warranty rights if and insofar as a buyer is a consumer within the meaning of Section 13, BGB (German Civil Code). This warranty does not limit a buyer's rights resulting from a contract of purchase in dealings with the seller. This applies irrespective of the occurrence of a warranty activating event, and irrespective of whether or not use is made of the warranty. Irrespective of this warranty, the buyer can gratuitously exercise the rights resulting from Section 437, BGB, insofar as the goods were not faulty at the passing of risk.**

### WARRANTY SCOPE

- a) When purchasing new goods (first-time buyer), the Buyer shall have a **five-year warranty** insofar as the buyer is an ultimate consumer within the meaning of Section 13, BGB.
- b) Furthermore, first-time buyers have the option of registering their acquired bathroom furnishings via our website [www.burgbad.com](http://www.burgbad.com) within one year from the start of the warranty set out in a) by stating the order number listed on the respective bathroom furnishings. This extends the warranty by an **additional period of 5 years**.
- c) In that respect, we guarantee that our bathroom furnishings are free of manufacturing and material faults with consideration given to the assessment criteria for industrially manufactured furnishings. Attention is expressly drawn to the general product characteristics that are typical for such goods as well as compliance with the assembly, use, cleaning and care instructions.
- d) In the event of a warranty activating event, we shall repair or exchange the goods at our discretion within a reasonable period as the provider of the warranty. The expenses arising for the purpose of honouring the warranty services, in particular transport, travel, work and material costs, shall be borne by us as the provider of the warranty. Insofar as the goods for which notification of defects has been provided are no longer available, we shall provide an equivalent replacement or compensation for the corresponding market value of the goods. Ownership of the replaced goods shall pass to us as the provider of the warranty.
- e) Costs that arise in the event of unjustified notification of defects by the first-time buyer shall be borne by the first-time buyer.

## START OF AND PROCESSING THE WARRANTY

- a) The five-year warranty commences on the respective 01.01. of the year following the production date of the goods. In that respect, as a matter of principle the production date is stated on the respective goods.

Example:

 <b>burgbad</b>	<small>burgbad GmbH Menzbacher Str. 15 · 81171 Garching Phone: Ihr Vertragspartner</small>
<b>AuftragsNr.: 2023 / 302952412</b>	
Typ: WWZX080	
<small>Bitte nicht entfernen! Please do not remove!</small>	

In the aforementioned example, i.e. production year 2023, the 5-year warranty would consequently end on 31.12.2028 and the warranty extended by 5 years via the registration would end on 31.12.2033.

- b) Warranty claims are to be directed in writing during the warranty to the seller (specialist retailer) by way of stating the invoice or purchase contract copy and order number and the warranty certificate. Please also do not hesitate to contact our burgbad service hotline on +49(0)8463-901-0. The buyer is to provide notification of arising defects without delay, describe the defect and state when the defect was identified. Image recordings are helpful in this respect.

## EXCLUSION

This warranty does not apply to the following:

- a) Electrical and electronic components
- b) Lights, ballasts, transformers
- c) Defects or damage that are attributable to commercial or inappropriate use or inappropriate care or an alteration to or unprofessional maintenance of the goods by the buyer or third parties.
- d) Defects or damage as a result of inappropriate assembly and/or incorrect use (e.g. overloading)
- e) Defects or damage that are attributable to failure to follow the product, safety or care instructions
- f) General wear-and-tear parts such as lights, batteries, movable fittings or the like
- g) Changes as a result of environmental influences such as light, dampness or temperature
- h) Soiling such as body or hair care products and the like
- i) Discolouring, e.g. as a result of the content of cleaning agents (toxic reaction)
- j) Demonstration products

## SUPPLEMENTARY PROVISIONS

- a) Warranty services do not lead to an extension or fresh start of the warranty period.
- b) In addition, the warranty neither contains a right of reduction or withdrawal nor claims for damages. However, this does not affect statutory rights.
- c) The geographical scope of this warranty is limited to the territories of the Federal Republic of Germany, Austria, Switzerland, France and Belgium, the Netherlands and Luxembourg. A claim for warranty services shall apply exclusively in the territory of the Federal Republic of Germany.
- d) Personal data shall be used exclusively with consideration given to data protection provided for by law and exclusively for the purpose of order and warranty processing.  
We refer to our corresponding Data Protection Policy at [www.burgbad.com](http://www.burgbad.com) (data protection | burgbad)