

	VILEDA Spinmop Product Guarantee ("Guarantee")
A.	SCOPE: Subject to the terms and conditions of the Guarantee set forth herein, VILEDA guarantees that all new Spinmops (with the exception of Spin&Clean, Easy Wring & Clean) and all new Flatmops of the UMX Turbo family since 01.04.2026 (with the exception of the refill) (hereinafter collectively referred to as the "Product") will be free from defects in material or workmanship which render it unfit for use for a period of five (5) years from the date of purchase. The VILEDA entity that provides and will honor this Guarantee is set out below (see Section E). If the Product proves to be defective during the Guarantee period due to defects in material or workmanship, VILEDA agrees to replace the Product by substitute delivery free of charge under the terms and conditions set forth herein. VILEDA may replace defective Products or parts with new or like-new Products or parts, and the replaced Products or parts shall become the property of VILEDA. This warranty does not cover: a) periodic maintenance and repair or replacement of a Product due to normal wear and tear; b) consumables (components that are expected to require periodic replacement during the lifetime of a product such as pads, refills etc.) ; c) damage or defects caused by use, operation or handling of the Product inconsistent with normal personal or domestic use; d) damage or alteration to the Product as a result of: (1) misuse (including treatment resulting in physical, cosmetic or surface damage or changes to the Product; failure to install or use the product for its normal purpose or in accordance with VILEDA instructions on installation or use; failure to maintain the Product in accordance with VILEDA instructions on proper maintenance; installation or use of the Product in a manner inconsistent with the technical or safety laws or standards in the country where it is installed or used); (2) use of the Product with accessories, peripheral equipment and other products of a type, condition and standard other than those defined or recommended by VILEDA; (3) repairs or attempted repairs not carried out by VILEDA or authorized service partners; (4) Accidents, fire, liquids, chemicals, other substances, flooding, vibration, excessive heat, inadequate ventilation, radiation, electrostatic discharges such as lightning, and other external forces and influences; or (5) any event or circumstance beyond the reasonable control of VILEDA. This Guarantee applies only to claims notified within the five-year Guarantee period, accompanied by the evidence specified in Section B below, and which meet the conditions set forth herein. If a Product covered under this Guarantee is replaced with a new version during the Guarantee Period, VILEDA reserves the right (but is not obligated) to remedy any Guarantee claim by offering the new version as a replacement.
B.	TERMS: Guarantee services will be provided only if (i) the original invoice or sales receipt (indicating the date of purchase, Product model name and seller) is presented, (ii) the defect occurs within five years from the date of purchase and (iii) the defective Product is – upon VILEDA's request – sent to VILEDA. VILEDA may refuse free-of-charge guarantee service if the defective product or the invoice (or sales receipt) are not presented or if they are incomplete or illegible. This Guarantee will not apply if the Product model name or serial number on the Product has been altered, deleted, removed or made illegible. This Guarantee does not cover transport costs and risks associated with transport of your Product to and from VILEDA or the authorized service partner. A reasonable diagnosis fee may be due and charged to you in case the diagnosis of a Product for which you claim replacement under this Guarantee proves that you are not entitled to a replacement/repair (for whatever reason) or your Product is working properly and no hardware fault could be detected.
C.	EXCLUSIONS AND LIMITATIONS: 1. EXCEPT AS STATED ABOVE, VILEDA MAKES NO GUARANTEE (EXPRESS, IMPLIED, STATUTORY OR OTHERWISE) REGARDING PRODUCT QUALITY, PERFORMANCE, ACCURACY, RELIABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR OTHERWISE. VILEDA DOES NOT TAKE RESPONSIBILITY FOR CONSEQUENTIAL OR INDIRECT DAMAGES CAUSED BY THE INCORRECT USE OF THE PRODUCT. SAVE AS SET OUT ELSEWHERE IN THIS SECTION THE RESPONSIBILITY OF VILEDA WILL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT. IF YOU HAVE ANY DOUBTS REFERRING TO THE CORRECT USE OF THE PRODUCT OR REFERRING TO THE GUARANTEE, PLEASE CALL VILEDA CUSTOMER SERVICE. NOTHING IN THIS GUARANTEE IS INTENDED TO RESTRICT VILEDA'S LIABILITY FOR DEATH, PERSONAL INJURY OR DAMAGE TO PRIVATE PROPERTY CAUSED BY THE PRODUCT PROVING DEFECTIVE WHILE IN THE CONSUMER'S USE AS A RESULT OF VILEDA'S NEGLIGENCE.
D.	CONSUMER RIGHTS: As a consumer, you may have mandatory legal rights in relation to goods that are faulty or not as described. Nothing in this Guarantee will affect these rights.
E.	YOUR GUARANTOR: This Guarantee for the Product is provided and will be honored by FHP Export GmbH, Germany.