



Dear Customer,

We are pleased to inform you that an EU directive on the sale and the warranty of consumer goods has been transposed into Italian law by means Legislative Decree no. 24 of 2 February 2002. With this directive a distinction is made between consumer goods for exclusively private use and those used for professional purposes. More specifically, the new regulation applies only to consumer goods intended for private use, consequently consumer goods used for one's professional or business activities will be guaranteed in accordance with the normal general regulation on sales envisaged in the Civil Code. In both cases Vacuum Group Sas, by virtue of the quality of its products, applies a 12-month warranty period for private individuals and a period of 12 months for companies. In order to distinguish the type of use, the tax receipt (*scontrino fiscale*) will be used as the instrument proving the exclusively private use, whereas in the case of purchase with an invoice (*fattura*) the warranty will be provided for the period foreseen for professional or business use.

#### A) **Handling of the warranty by means of tax receipt (Private)**

Given that the Directive 1999/44 /EC represents the achievement of a high level of consumer protection, the decree regulates certain aspects of sales contracts between private individuals and companies, and the warranties relating to the consumer goods sold.

For the purposes of the Legislative Decree::

- "Private individual" is understood as any individual who purchases a consumer good to be used exclusively for private purposes, and therefore outside of their professional or business activities;
- "Company" is understood as any natural person or legal entity, public or private, who uses one of the aforesaid contracts as part of their business or professional activities;
- A consumer good is understood as any movable property, with the specific exclusion of forced sale goods; water and gas, when not packaged for sale in a limited volume or in a given quantity.

The private individual has legal rights according to the applicable national laws governing the sale of consumer goods. The guarantee does not affect those rights.

The private individual must send to the following address the good purchased, enclosing the tax receipt with which it will be determined whether the product is covered by warranty:

**VACUUM GROUP SAS**  
**Via S.Penna n. 112**  
**06126 Perugia - Italy**

Vacuum Group Sas will provide for the replacement and return of the good at its own expense directly to the address given by the private individual: the private individual shall bear the costs of the sending in of the product.

The product is guaranteed for a period of twenty-four (24) months from the date of purchase or from the date of replacement.

**Handling of the warranty by means of invoice (Company)**

The warranty for the products of the Vacuum Group Sas company purchased by means of invoice (professional use) should be requested directly from the manufacturer from which the purchase was made.

The Company must send to the following address the good purchased, enclosing a copy of the invoice with which it will be determined whether the product is covered by warranty:

**VACUUM GROUP SAS**  
**Via S.Penna n. 112**  
**06126 Perugia - Italy**

Vacuum Group Sas will provide for the replacement and return of good at its own expense directly to the address given by the Company: the Company shall bear the costs of the sending in of the product.

The product is guaranteed for a period of twelve (12) months from the date of purchase or replacement.

The warranty is valid in all the member states of the European Union.

## TERMS OF WARRANTY

The warranty is understood as the replacement of the device that is not in conformity with the sales contract (and with the information on the product in general), at no cost for labor and materials. The warranty shall apply only if the purchaser is in possession of valid proof of purchase (tax receipt for private individuals and invoice for companies), and this is sent in together with the product. The warranty does not apply in case of damage caused by neglect, use or installation not in compliance with the instructions, tampering, modifications of the product, or damage due to accidental causes or to the negligence of the purchaser with reference in particular to the external parts. It also does not apply in case of damage due to connecting the unit to voltages other than those indicated or to sudden changes in the mains voltage when the device is connected, as well as in case of damage caused by the infiltration of liquids, fire, shock inductive/electrostatic discharges or discharges caused by lightning, power surges, or other phenomena external to the equipment. The warranty does not cover parts subject to wear from use, the connecting cables, connectors, external parts and plastic supports which do not show manufacturing defects.

**After the warranty period has ended, repair work will be done charging for the parts replaced and the labor and shipping costs, according to the rates in force. For products returned for repair for which there is not a nonconformity of the product, a flat rate of 20 Euro for the repair and the shipping costs will be charged.**