

Guarantee terms and conditions for PITT cooking equipment from the Netherlands

1. The guarantee covers the free provision of parts, and the free repair of faulty equipment. Replacement of components which are subject to wear and tear are excluded from this.
2. The term of the guarantee amounts to 60 months for normal household usage. When using it in non- household applications, the term of the guarantee is six months. The term starts on the day the equipment is delivered.
3. The guarantee can only be claimed if the invoice, showing the purchase date, the type and the serial number can be shown.
4. Claims on the guarantee are made against PITT cooking. The guarantee always runs directly via PITT cooking.
5. The guarantee does not apply when:
 - a. the problem is caused by an operating or treatment fault;
 - b. the equipment was installed inexpertly;
 - c. the equipment was repaired by a repair person who is not authorised by PITT cooking;
 - d. parts were used which were not supplied by PITT cooking;
 - e. the equipment was misused;
 - f. faults were caused by external factors, outside the equipment;
 - g. the fault is a consequence of, or was exacerbated by negligence of the user.

When one of the above circumstances occurs, PITT cooking will charge the person who has –unjustly – made a claim on the guarantee with the costs.

These costs comprise repair costs, fixed costs, wages and costs of replacement parts. This also happens when the repair does not fall under the guarantee for a different reason.

6. A repair in the context of the guarantee does not extend the term of the guarantee. The factory guarantee in all cases applies up to 60 months after delivery.
7. PITT cooking offers a 12 months guarantee on repairs and replacement parts outside the guarantee term of 60 months.
8. Parts which are replaced under the guarantee are the property of PITT cooking from that moment.
9. PITT cooking is not liable for the costs following the machine being out of use temporarily, or for the damage caused by a defect or fault in the machine, unless PITT cooking is liable to pay damages under mandatory rules of law regarding product liability.
10. The guarantee is not transferable.