

## 12. Warranty

IKI-Kiuas Ltd. grants its products a warranty according to the following conditions. The manufacturer guarantees the quality and functionality of its products for the duration of the warranty period. The warranty applies to products sold and in use within the EU Region. The warranty requires that the buyer of the product follows the manufacturer's instructions regarding the placement of the heater, its installation, use and maintenance as well as those regarding the qualities of the stones used in the heater. The warranty duration is two (2) years from the date of purchase of the product. For spa-and public saunas the warranty period is one (1) year or is determined based on the rate of usage. More information from the manufacturer.

Wood burning Warranty is subject to the following:

1. In case of defect or malfunction, the buyer must always contact the manufacturer or sales agent first before searching for the cause or attempting to repair it.
2. Stones are laid during the warranty period at least once a year and damaged stones replaced.
3. Institutional and professional use the stones have to be set again three times a year and replace them at least once a year. Proof of the operation must be presented at request. Valid guarantee of the product proof of purchase, construction works on the reception protocol, or a similar document. Ceramic heater stones are prohibited (except KERKES stones). If they are used, the warranty is not binding on the manufacturer.
4. Warranty does not cover the benches dismantling and reassembly of the stove or unloading stones and replacing.
5. **The spare part warranty** is valid for one (1) year from the date of purchase. The broken part of the corresponding replacement will be shipped free of charge to the seller or the buyer directly. The manufacturer is not responsible for the failed component removal and installation of the new part of the costs. The broken part must be sent to the manufacturer. Contact the manufacturer of your contract of carriage number before you return the part. Valid guarantee is the dealership's sales receipt, or a certificate issued by an authorized installer. The use of an authorized mechanic is required for installation of the replacement part
6. **Warranty Limitations of Liability:** The product owner must take good care of the product. On receiving the product, check that there is no transport or storage damage. In case of such damage, immediately inform the seller of the product or the shipping company. The manufacturer is not responsible for any errors, malfunctions, or defects caused by transport or by improper storage, contrary to the manufacturer's instructions for installation, operation, maintenance, or failure to product placement in a state where the circumstances do not meet the manufacturer's recommendations.
7. **Error reporting:** The buyer is the product of the error or malfunction as soon as it has occurred, and no later than within 14 days. Notification is made to the seller of the product. Warranty requirements shall be made no later than 14 days from the date of the product of the warranty period has expired.
8. Guarantee the continuation of appropriate Warranty Statement found on the basis of the manufacturer will repair or replace the defective product. Repair or replacement is done at the expense of the manufacturer. The manufacturer is entitled to a favorable option. The spare part warranty is defined in section 5 Replaced spare part is given in accordance with paragraph 5 of spare parts guarantee. The original product warranty remains otherwise unchanged. The manufacturer is

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## IKI Wood burning stoves | Instructions for installation and use

not liable for reimbursing any expenses, business loss or other direct or indirect harm occurred to the buyer from damages or malfunction

9. **Restoration packaging** is the responsibility of the sender. Products will be packed very carefully, so that the products are not damaged in transit. Around the product should be at least 5 cm cushion. Ikikiuas Ltd recommends that you always use the original product packaging; the manufacturer of the product is designed packaging for safe delivery.
10. Ikikiuas Ltd is not responsible for carelessly packed Iki heaters and refunds for damage during transportation. Transportation costs from the client side must be paid by the customer. Ikikiuas Ltd reserves the right to recover the cost from the customer, if the customer returns have been subject to, or breach of the contract. Customer will be charged a processing and shipping fee.
11. **Quality guarantee:** Ikikiuas Ltd guarantees the stainless steel components for private home usage for 10 years. During the warranty period occurring raw material or manufacturing defects resulting from the defects will be corrected free of charge. For example, throwing salt water on the heater is not allowed!

The warranty does not cover natural stone color variations characteristic, lustoisuutta and hairline cracks that do not affect safety and operations. Shipping damage must be entered in the transport document, the product is received, or within 7 days of arrival of goods to the recipient. Transport damage must also be reported to the shipping company's last contact. The damaged part must be kept for inspection. The delivery company's insurance compensates for the new one.