

5-year warranty

As of: September 2024

Warranty conditions for household appliances, built-in sinks, and fittings of the Blaupunkt brand

The following terms and conditions, which determine the conditions and scope of our warranty performance, do not affect the warranty obligations of the seller under the purchase contract with the end customer.

We provide a warranty in accordance with the following terms and conditions:

1. We will remedy the costs of repairing your appliance, built-in sink and/or fitting free of charge in the event of defects that are demonstrably attributable to design or manufacturing defects, casting, pressing or material defects. If the defect occurs within 12 months of delivery, it will be assumed that it constitutes a material or manufacturing defect.

Warranty claims expire 60 months after the device has been handed over to the consumer (proof of original purchase receipt). In the case of commercial use, the limitation period is 12 months.

2. This warranty does not constitute a maintenance contract. Maintenance work and the replacement of wearing parts are not covered. Additional or special expenses are also excluded.

The warranty therefore does not extend to:

- damage caused by improper handling, excessive stress, chemical or electrochemical effects of water, such as rust, lye carryovers, adherence of the grinder, blockages, relocation without specialist forwarding
- improper installation and assembly
- Minor errors that do not significantly affect the suitability for use
- Accessories such as baking trays, pull-outs, crockery baskets, and drawers
- In the area of built-in sinks and fittings: tap aerators, overflow caps, and filter baskets
- Glass, rubber, plastic, seals, enamel, cleaning/descaling of the device, illuminants, e.g., lightbulbs, including the necessary technical devices, door handles/rotary handles, switches and easily breakable materials necessary for their operation.
- Damage caused by external influences and events (e.g., water damage after pipe rupture) and other abnormal environmental conditions and damage caused by the elements.
- Damage caused by natural wear, overloading and incorrect accessories.
- Damage to the surface or paint and varnish, e.g., through the use of unsuitable cleaning agents.
- Damage caused by the use of accessories, supplements, attachments and care products not approved by the manufacturer and non-approved consumables and maintenance materials.
- Devices used commercially for their main purpose (profit-making intention).

The warranty expires in the event of violations of these provisions or if the aforementioned conditions are not met. This applies, in particular, to repairs or interventions by unauthorised customer services, or in the case of self-performance.

3. The warranty service includes, at our choosing, the free repair of defective parts or their replacement by faultless parts.

Devices that can be reasonably transported (e.g., in a passenger car) and for which a warranty service is claimed must be handed over or sent to our nearest customer service centre or our contract customer service team. On-site repairs can only be requested for stationary devices.

The proof of purchase, with the date of purchase and/or delivery, must be submitted. Replaced parts pass into our ownership.

4. If the repair is rejected by HK Appliances GmbH or fails, we will deliver an equivalent replacement free of charge within the warranty period at the request of the end customer.

5. Warranty services do not extend the warranty period and do not initiate a new period. The warranty for spare parts ends when the warranty for the entire device, or the entire built-in sink or entire fitting, ends.

6. Further claims, in particular, for compensation for damage outside the device, are excluded, unless liability is mandatorily required by law.

This warranty applies to devices, built-in sinks, and fittings purchased in Germany.

If devices, built-in sinks, or fittings are taken abroad that meet the technical requirements of the country in question (e.g., voltage, frequency, gas types) and are suitable for the local climate and environmental conditions, these warranty conditions also apply if we have a customer service network there. The warranty terms and conditions of our respective national agencies apply to devices purchased abroad. You can request these from your specialist dealer or directly from our national agency. You can also find the relevant warranty conditions on the following website: <https://www.blaupunkt-einbaugeraete.com/en/downloads/garantiebedingungen.html>

Please note our other customer service offer:

Even after the warranty has expired, our factory customer service and our service partners are at your disposal.

What should I do in the event of a damage claim?

Should damage occur to your kitchen appliance, built-in sink, or fitting, we are here to help with our professional service.

Thanks to our nationwide service network and around 700 highly qualified technicians, we can ensure that our specialists are on site and with you quickly in the event of repair cases – usually within 48 hours.

You can report your claim via the following channels:

Online form: Complete the service form on our website [www.blaupunkt-einbaugeraete.com/de/service/kundenservice.html]

Service hotline: Call our customer service team on [0800-32289000]

Email: Send an email to [service.gb@blaupunkt-einbaugeräte.com]

Our qualified staff are at your disposal and will ensure that your request is processed quickly and efficiently.

Werkstraße 3, 32289 Rödinghausen, Germany, local court: Bad Oyenhausen, data protection (<https://www.blaupunkt-einbaugeraete.com/en/imprint.html>)