

CLIMART BIO-FIREPLACES GUARANTEE

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GENERAL GUARANTEE APPLICATION CONDITIONS

Climart products open entitlement to a guarantee starting from the date of invoice and for the period indicated on the guarantee form described below. To find out about the necessary approaches concerning after sales service for any issues or problems affecting a product, you can contact us at the following telephone number: Tel: +331 56 74 28 02 or get in touch through your approved dealer.

1 – THE CLIMART GUARANTEE ONLY APPLIES TO INSTALLED PRODUCTS:

1-1 Installation was carried out according to the provisions of the official applicable certification documents and/or the provisions they contain in the Climart installation, operation and maintenance manuals relative to the guaranteed product. We recommend strongly that you have installation handled by an approved installer recommended by Climart.

1-2 If a copy of this guarantee voucher has been returned to Climart, "Read and approved", dated and signed by the customer on the date of commissioning by the installer or by himself.

Postal address: **Climart Ltd** - 6 London street - LONDON W2 1HR, ENGLAND

1-3 If the purchase invoice of the product (front) and the guarantee form (back), duly signed, have been preserved by the customer with the initial installer commissioning sheet (a copy is included in each Climart installation documentation delivered with the equipment).

1-4 If tangible proof of compliance with the installation, operation and maintenance provisions can be supplied by the customer.

(Servicing, periodic checks on operational maintenance to guarantee the safety of the property and the persons, maintenance contract drawn up with a professional, etc).

2 – THE CLIMART GUARANTEE DOES NOT COVER:

2-1 The replacement of the consumables (Bio-Ethanol), the log kits, the fireguard panes and the electric pump

2-2 Defects or deterioration and their financial or material consequences due to the action of a third party not having the required skills defined by approved national organisations for the installation of applications related to renewable energies.

2-3 Defects or deteriorations and their consequences related to the modification, nonconforming or abnormal use for which the product is designed. On this subject, please refer carefully to the operating instructions supplied with the Climart products.

2-4 Faults or deteriorations and their consequences caused by natural wear and tear or by failure to comply with or omission of maintenance tasks recommended in the installation, operation and maintenance manuals relative to the Climart products.

2-5 Faults or deteriorations and consequences related to any external causes.

2-6 Our guarantee does not cover any visible defects that the customer has not made a claim for within the 8 days mentioned in our general sales conditions. In all hypotheses, the guarantee is limited to the replacement of the defective product, or if this replacement is not possible, because of the lack of available stock, refunding of the price of the product to the exclusion of any repair or installation.

3 - PROPERTY RESERVATION

3-1 We own the delivered products through to the effective collection of all amounts due by the customer on any grounds whatsoever. However, as custodian of the products, the customer is fully responsible for them and for all risks incurred.

3-2 The customer must have the products in his custody insured and supply the corresponding insurance certificate if we request it.

3-3 We are entitled by law, in the event of any payment incidents, to demand the restoration at the expenses, risks and perils of the defaulting customer of all delivered products without prior serving of notice. The sale will be cancelled by right and any accounts already paid to us will remain ours against the use of the products to the benefit of the customer.

3-4 In the event of a claim, the products in stock at the customer's will be considered to be those corresponding to the most recent invoices.

3-5 If the products are resold, the original customer will be considered to have made the sale for us as our agent.

4 –DISPUTES

4-1 Our sales will be governed by Luxembourg law.

4-2 For any claims made, the Court of Commerce of our Head Office will alone be competent, and whatever the location of delivery and even in the event of a multitude of defendants or appeal under guarantee.

Essential but Insufficient Guarantee Conditions (see paragraphs 1 and 2 of this Guarantee Form) to be filled out for access to guarantee

Bio-Fireplaces: 2 years

Burners: 2 years

Accessories 2 years

Ceramic logs, fireguard panes, electric pumps: not covered by guarantee

See installation, operation and maintenance manuals

To be returned, signed and dated with the name of the guarantee beneficiary at the latest one month after the commissioning of the Climart equipment.

Date:

Name of beneficiary:

Signature and company stamp (if it is a company)

Climart Ltd

6 London street

LONDON W2 1HR, ENGLAND

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