

Warranty Terms

Manufacturer's commercial guarantee

Metaltex grants final consumer with a 2-year guarantee period on all Metaltex-branded products.

This 2-year guarantee period starts from the day the final consumer takes possession of the product: from the date of purchase based on the sales receipt, or upon receipt of the goods in case of order.

Metaltex grants an extended guarantee period (3-year, 5-year or 6-year) on specific products: this prolonged period is stated on the packaging of the concerned products.

The guarantee claim must be notified immediately upon occurrence of the defect and within the guarantee period.

Sales receipt, or delivery statement in case of order, has to be kept by final consumer as proof of date of possession.

The guarantee is limited to the quality of the product and comprises all materials and workmanship errors that impairs the product's functioning under its ordinary use.

The guarantee does not include:

1. superficial or aesthetic alterations deriving from the usual and proper use of the product, or from the passing time, which do not compromise the main use of the product.
2. damages caused by improper use or handling (e.g. impact, dropping, bumping, knocking)
3. damages caused by the non-compliance with the provided operating and care instructions
4. batteries

In case of guarantee claim, Metaltex will at its own discretion provide either repair of defective part or replace the defective product. If a repair is not possible and if an identical product is no longer available for the purpose of an exchange, Metaltex will then provide a replacement product of equal value as far as possible.

In case of guarantee claim, a reimbursement of the purchase price is not possible.

This guarantee does not grant compensation rights and does not grant any claims for damages.

A condition for notifying a guarantee claim is the production of the faulty product and its purchase sales receipt or delivery statement in case of order.



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To receive detailed instructions on how to obtain the warranty service, the final consumer must contact the seller from whom he made the purchase, or the Metaltex distributor in the country where the item was purchased: <https://www.metaltex.com/commercial-network/>

This guarantee does not cover the cost of returning the faulty product to Metaltex: before returning it, final consumer will require Metaltex' explicit consent and details of return address. This guarantee is applicable worldwide.

The rights provided under this guarantee do not affect final consumer's statutory rights and are in addition to all rights and remedies conveyed by the consumers' protection laws and regulations already in force.