



## **Our Warranty**

This product is covered for 2 years against a manufacturer's fault.

This guarantee and web site only apply to customers within the UK.

Any product found defective in material, construction, or workmanship under normal household use during the life of the warranty. Excluding damage from misuse, overheating, abuse, dropping, or intentional breakage. Minor imperfections that do not affect the performance of the product are not covered under any warranty.

In the event a product is received damaged, report it immediately to the company from which the product was purchased. Be sure to keep all packing material, boxes, labels, etc. until all inspections have been made by all necessary parties.

While BergHOFF will happily assist you with your claim to the carrier, we cannot be held responsible for damage caused by the carrier.

In the event of a warranty claim, kindly provide the following information:

- 1. Mailing information (full name, address, and email or phone number).
- 2. A detailed description of the problem, what you were doing when the problem occurred.
- 3. Cleaning practices for the product in question.
- 4. Place the (RMA) number on the package, and on the shipping label.
- 5. Place your check, or money order in the package with the product.

No claims will be considered if not registered with UK address.

Please ensure you read the user manual.

LCC Show & TV Promotions Limited, PO Box 1229, St Albans, AL1 9HR

Monday -Friday : 10:00-16:00 | [sales@londonchina.co.uk](mailto:sales@londonchina.co.uk)