

Note on product guarantee and service processing, guarantee conditions

Dear customer

If you have purchased a product in the trade that was manufactured or marketed by our company Zorn GmbH based in D - 35410 Hungen Ezetilstasse 1, we grant a 1-year guarantee on the device.

In the event of defects in the product, you have legal rights against the seller of the product. These rights are not limited by our guarantee as set out below:

The guarantee begins on the date of purchase. Please keep the receipt (purchase receipt). This document is required as proof of purchase. If a material or manufacturing defect occurs within 1 year from the date of purchase of this product, the product will be repaired or replaced by us - at our option - free of charge.

The warranty does not extend the guarantee period. This also applies to replaced and repaired parts. Any damage or defects already present at the time of purchase must be reported to the dealer immediately after unpacking. Returns incurred after the warranty period has expired are chargeable.

The device was carefully produced according to strict quality guidelines and carefully checked before delivery. The guarantee applies to material and manufacturing defects. This guarantee does not cover product parts that are subject to normal wear and tear and can therefore be regarded as wearing parts or for damage to fragile parts, e.g. switches, batteries or that are made of glass. This warranty is void if the product is damaged, improperly used, or serviced. For proper use of the product, all instructions given in the operating instructions must be strictly observed. Uses and actions that are advised against or warned against in the operating instructions are to be avoided. The product is only intended for private use and not for commercial use. The guarantee expires in the event of abusive and improper handling, the use of force and interventions that are not carried out by a service branch authorized by us. No new warranty period begins with the repair or replacement of the product.

Handling in case of guarantee:

To ensure that your request is dealt with quickly, please follow the instructions below:

- Please read the enclosed documentation carefully before using your product. Should a problem arise that cannot be solved in this way, please contact our service hotline.
- For all inquiries, please have the receipt and the serial number (Ser. No.) as well as the type number (Type No.) - both to be found on the type plate on the underside of the cooler lid - ready as proof of purchase.
- You can reach us by phone on working days between 8:00 am and 2:00 pm at + 49 6402 5190612 or by e-mail at service@zorn-company.com