



GARANTİ BELGESİ VE KULLANMA KILAVUZU

WARRANTY CERTIFICATE



Bu Belge;
6502 sayılı Tüketicinin Korunması Kanununa ait
Garanti Belgesi Yönetmeliği Esasları
Dikkate Alınarak Hazırlanmıştır

3 Introduction & Instructions For Use

3.1 Important points during installation

The installation should be done by our Authorized Service. The installation and operating manual and the technical catalogue should be read before installation. Read carefully the matters that are out of guarantee's scope (Article 2).

3.2 Check if there is leakage of water after cleaning/changing the syphon and faucet.

3.3 The products should not be exposed to high heat and humidity and their surfaces should not be left wet.

3.4 Do not put very hot materials on your furniture not to spoil their surfaces.

3.5 Products should not be used out of purpose.

3.6 Do not keep cutting, scoring, crushing etc. materials on the products and do not use such tools on the product because they may cause any harm.

3.7 In case the product should be carried, carry the product after cutting its contact with the floor completely.

3.8 Your bath furniture should be protected against potential external effects during any maintenance in your bathroom.

3.9 In order to prevent rust on the metal and metal covered parts of the product (handle, spot, towel rack etc.), avoid its contact with acid and it should not be cleaned by chemicals.

3.10 Wipe the wooden parts of the product with a slightly wet piece of cloth without pressuring and should be dried by another cloth. Do not use chemical substances such as cream-powder detergent, alcohol, thinner etc.

- 3.11** The glass/mirror parts of the product should be wiped with a dry and soft piece of cloth without pressuring. Do not use thinner and similar chemicals and cleaning agents. The stains should be wiped with a cloth dipped in clear hot water.
- 3.12** The marble/granite/acrylic/ceramic/glass counter parts of the product should be wiped with a piece of cloth wetted with liquid detergent or soaped water and should be dried by another cloth. Do not use chemical substances, solvents, acidic and corrosive cleaning agents.
- 3.13** The hinges move the covers have been designed to just carry the load of the cover. Although they have a specific tolerance, functional problems may arise in the hinges in future due to exposure to extra loads (hanging towels or bathrobes etc. on the cover).
- 3.14** When cleaning the products, the silicon material used for water isolation should not be removed after basin installation. If the siliconization procedure has been done in a bad way, please contact the Authorized Service to amend it.
- 3.15** Products should not be directly exposed to sunlight.
- 3.16** When moving materials on the product, move them after cutting their contact with the product.
- 3.17** Since the marble/granite counters are made of natural materials, here may be various colors, textures and veins on it.
- 3.18** There may be partial color changes on the product by time due to environment conditions.

4 CONSUMER'S RIGHTS REGARDING WARRANTY

4.1 The warranty period starts with the product delivery date and is years. (This period is maximum 2 years) . The complete products, including all parts, are under warranty coverage during the warranty period.

4.2 The Rights Of Choice Allowed To The Consumer In Article 11 Of The Law

4.2.1 In case the product is understood to be defective, the consumer is free to;

- a** Withdraw from the contract, notifying that he is ready to return the sold product,
- b** Retain the product and ask for a discount in the sales price in proportion with the defect,
- c** In case any excessive costs are not involved, demand the sold product to be repaired with all costs being at the vendor's expense,
- d** If possible, demand the replacement of the sold product with a defect-free equivalent. The vendor is obliged to fulfill such demand that the consumer may choose.

4.2.2 The rights for free of charge repair of the products or its replacement with a defect-free equivalent may also be used against the manufacturer or the importer. In the fulfillment of the rights provided for in this paragraph, the vendor, manufacturer and importer are severally liable. The manufacturer or the importer may not be held liable in case it is able to demonstrate that the defect has arisen after it has placed the product on the market.

4.2.3 In case free of charge repair or replacement with a defect-free equivalent will lead to disproportional inconveniences for the vendor, the consumer may choose either the right to withdraw from the contract or a discount in proportion with the defect. In the assessment of the disproportionality, issues such as the defect-free value of the product, significance of the defect and whether resorting to the other rights of choice will constitute a problem from the consumer's perspective are taken into consideration.

- 4.2.4** In case either the right to free of charge repair or replacement with a defect-free equivalent is chosen, it is compulsory for this demand to be fulfilled within maximum thirty business days from the date that such demand has been notified to the manufacturer or importer, this period is maximum sixty business days for real properties for residential or holiday purposes. However, the free of charge repair demand of the consumer with respect to the products included in the list annexed to the regulation as per article 58 of the law , is fulfilled within the maximum repaid period provided for in the regulation. Otherwise, the consumer is free to exercise the other rights of choice.
- 4.2.5** In case the consumer chooses either the right to withdraw from the contract or discount in proportion to the defect, either the full amount that has been paid or the discount made from the amount is promptly reimbursed to the consumer.
- 4.2.6** All costs arising from the use of the rights of choice are covered by the party that fulfills the right that the consumer has chosen. The consumer, together with any one of these rights of choice, is also free to claim compensation as per the provisions of the Turkish Code of Obligations dated 11/1/2011 and numbered 6098.

4.3 Other Rights Of The Consumer

- 4.3.1** In case the consumer exercises the right to free of charge repair and in case;
- a** The product fails again during the warranty period,
 - b** The maximum period required for its repair is exceeded, or
 - c** The fact that the product's repair is not possible is determined by a report prepared by the authorized service station, vendor, manufacturer or importer; the consumer may demand from the vendor the reimbursement of the amount paid for the product, a discount in the amount in proportion to the defect or, if possible, the replacement of the product with a defect-free equivalent. The vendor may not reject such demand of the consumer. The vendor, manufacturer and importer are severally liable in case such demand is not fulfilled.

- 4.3.2** In case the replacement of the product with a defect-free equivalent will involve disproportionate inconveniences for the vendor, the consumer may exercise either his right to withdraw from the contract or the right to a discount in proportion to the defect. In the assessment of the disproportionality, issues such as the defect-free value of the product, significance of the defect and whether resorting to the other rights of choice will constitute a problem from the consumer's perspective are taken into consideration.
- 4.3.3** In case the consumer chooses either the right to withdraw from the contract or the right for a discount in proportion with the defect, the vendor is obliged to promptly reimburse the full amount that has been paid or the discount made from the amount to the consumer.
- 4.3.4** In case the consumer chooses the right to the replacement of the product with a defect-free equivalent, the vendor, manufacturer or importer is obliged to fulfill this demand within maximum thirty business days from the date that the demand for the replacement of the product with a defect-free equivalent is notified to them.
- 4.3.5** It is compulsory for the report referred to in item (c) of the first paragraph to be issued within the maximum repair period for such product from the date that the defect has been notified.
- 4.4 The Right To Demand Free Of Charge Repair**
- 4.4.1** In case the consumer chooses to exercise the right to free of charge repair from the rights of choice provided for in article 11 of the law, the vendor is obliged to repair the product or cause it to be repaired without claiming any fees such as labor costs, replaced parts or under any other names whatsoever.
- 4.4.2** The consumer is free to exercise the right to free of charge repair also against the manufacturer or importer. The vendor, manufacturer and importer are severally liable in the exercise of this right by the consumer.

4.5 Warranty Period For The Replaced Product

The warranty period for the product that has been replaced during warranty is limited with the remaining warranty period of the actually purchased product.

4.6 Misuse

4.6.1 The terms of warranty are not applicable in failures arising from the use of the product in violation of the issues provided for in the introductory and operating manuals of the product.

4.6.2 It is compulsory to determine whether there is any misuse involved in the failures or not by a report to be issued by the authorized service stations, in case an authorized service station is not available, either by the vendor, importer or manufacturer of the product respectively, within the maximum repair period with respect to the product and to submit this to the consumer.

4.6.3 The consumers may apply to the arbitration committees for consumer problems or consumer courts, claiming a determination to be made by an expert regarding the report referred to in the second paragraph, considering the monetary value of the dispute.

The consumer may take his complaints and objections to the Arbitration Committees for Consumer Problems or the Consumer Court.

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FİRMA YETKİLİSİNİN

İmzası - Kaşesi



PRODUCT / MALIN

Type / Cinsi : Bathroom Furniture / Banyo Dolabı

Brand / Markası : **ECE**

Model / Modeli :

Banderol and Serial No / Bandrol ve Seri No :

Delivery Date and Place / Teslim Tarihi ve Yeri :

Guarantee Period / Garanti Süresi : 2 yıl

Maximum Repair Period / Azami Tamir Süresi : 20 gün

SATICI FİRMANIN

Ünvanı :

Merkez Adresi :

Telefon :

Fax :

Fatura Tarih ve No :

FİRMA YETKİLİSİNİN

İmzası - Kaşesi

