



FRESH. HOT. COLD.

Warranty Declaration

alfi GmbH offers its customers a 10-year warranty on the complete range of alfi products. The warranty period begins as of the purchase date and is valid since year 2017. If there is a problem with the product within the aforementioned period, the product may be sent back or returned to alfi or to an alfi distributor. alfi's repair service will then inspect the damaged product and repair it if necessary. If it is found that the costs of the repair is unreasonable, we will provide a replacement product.

A product receipt is necessary to file a warranty claim.

Exclusion of warranty: alfi GmbH will not accept a warranty claim for damage caused by the customer as a result of improper handling. The warranty obligation will also be void if faults or defects occur that are directly caused by repairs and modifications made by unauthorized third parties. Moreover, alfi GmbH will also not accept a warranty for broken glass, or rather for capillary breakage. Wear parts, such as seals, plugs and lids as well as accessory items such as coffee filters, tea filters and cleaning accessories, are also excluded from the warranty.

Prior to sending in the product, please contact your alfi distributor or alfi customer service at service@alfi.de. In case of a justified complaint, a return ticket will be sent to you via e-mail that you can use to ship the product back to us free of charge. When shipping the product to us, please package it so that it will not be damaged any further during transport and be sure to include a copy of the invoice in the package. We will deliver the repaired or replacement product back to you to the shipping address you provide. alfi GmbH will bear the cost of shipping and return if a justified complaint is given.

To guarantee fastest possible service, we request that you also send us a detailed description on the cause of the damage.

Please note: The aforementioned warranty does not restrict your right in case of defects that you are entitled to by law for the duration of two years as of delivery of the purchased item. The legal right in case of defects is governed in Section 437 BGB (German Civil Code).

Wertheim, Germany - January 01, 2019