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## WARRANTY CERTIFICATE

### 1. Subject of Warranty

This warranty applies to all water taps and accessories (hoses, showers, holders, cartridges, and other components) distributed and marketed by:

**SAMPLUS s.r.o., Company ID: 35746548**

Head office: Stará Vajnorská 8, 831 04 Bratislava

Branch: Javorinská 1208, 907 01 Myjava

The warranty obliges all business partners, retailers, and service organizations authorized by the manufacturer/distributor to properly and promptly handle customer claims.

### 2. Warranty Statement

This warranty applies to all products distributed under the SAMPLUS brand.

SAMPLUS products comply with standard European technical norms and requirements for drinking water distribution and building installation.

The manufacturer/distributor guarantees that the products were free from material and workmanship defects at the time of market release.

The warranty covers functional and material defects resulting from manufacturing errors that occur during the warranty period under normal use, professional installation, and maintenance in accordance with the user manual.

In case of a valid claim, the manufacturer/distributor will ensure repair or replacement of the defective part or the entire product within a reasonable time.

### 3. Warranty Terms

#### 3.1. Warranty Period

- **5 years – cartridge sealing**
- **2 years – surface finish, shower hoses and heads (if accessories), holders, and other accessories**

To claim warranty, present a validated warranty certificate or sales document (invoice, receipt) with sale date and product identification.

The warranty period is not extended by repair but is extended by product replacement.

#### 3.2. Claim Procedure

Claims can be submitted:

- To **the retailer** where the product was purchased, or
- Directly to **the manufacturer/distributor** via email: [sklad@samplus.sk]

The manufacturer/distributor reserves the right to decide whether the defective part will be repaired or replaced.

If repair is not possible, the product will be replaced free of charge.

#### 3.3. The warranty does not apply to:

- Damage caused by improper installation or handling
- Defects due to limescale deposits, water impurities, pressure shocks, or corrosion
- Mechanical damage, intentional damage, or use of unsuitable cleaning agents
- Unauthorized modifications
- Damage from non-original spare parts or accessories

Professional installation and use of filters with mesh size min. 500 µm are recommended.

### 3.4. Out-of-Warranty Service

If the claimed defect is not covered by warranty or the warranty has expired (as per section 3.3), the customer bears the cost of technician visit and diagnostics. The service organization may charge these costs directly to the customer according to its valid price list.

### 4. Liability for Product-Caused Damage

If the product causes damage to property or health during the warranty period, the customer must immediately inform the manufacturer/distributor and retain the product for expert evaluation. The manufacturer/distributor will assess the damage in accordance with the Civil Code provisions on liability for product defects.

### 5. Warranty Termination

Warranty terminates especially in the following cases:

- Installation or repair by unauthorized person
- Use contrary to instructions or product purpose
- Damage due to impurities or limescale
- Removal or illegibility of product identification data

Product Sales Confirmation	
Customer:	
Product Name:	Serial Number:
Sales Date:	Seller (stamp and signature):

#### Manufacturer:

SAMPLUS s.r.o., Stará Vajnorská 8, 831 04 Bratislava, location: Javorinská 1208, 907 01 Myjava

Mail: [sklad@samplus.sk](mailto:sklad@samplus.sk), contact: +421 905 914 252

#### Note:

This warranty certificate is legally in accordance with Sections 619 – 627 of the Civil Code of the Slovak Republic. The customer acknowledges that in the event of an unjustified complaint, he is obliged to pay the service costs according to Article 3.4.

#### Warranty repairs:

Date of repair report	Date of repair performance	Description of work performed	Service worker