

Manufacturer's Warranty of AVE S.p.A.

Note: This is a non-binding summary of the manufacturer's warranty conditions of AVE S.p.A.

Only the original English version provided by the manufacturer is legally binding.

Original warranty text (English):

<https://www.ave.it/en/services-and-support/general-sales-conditions-for-export/#:~:text=The%205,cash%20register%20receipt%2C%20or%20similar>

1. Warrantor

The sole warrantor is:

AVE S.p.A.
Via M. Marelli 47
25063 Gardone Val Trompia (BS)
Italy

ROHDE+ROHDE Ursula Rohde is not the warrantor but may assist with the process upon request.

2. Scope of the Warranty

AVE guarantees the correct functioning of its products for a period of five years, covering manufacturing defects and quality-related faults attributable to the manufacturer.

3. Exclusions from the 5-Year Warranty

The following product lines are not covered by the 5-year warranty and fall exclusively under Italian Civil Code and Italian Consumer Code regulations:

- Products of the Green Division
- Products of the Light-Blue Division
- (e.g., security systems, burglar alarms, fire detection devices, technical alarm systems)
- Products of the Domina Division (home automation, hotel management)
- Fans and other ventilation devices

4. Start of the Warranty Period

The warranty period begins with:

1. the production date, identifiable from the batch code on the product, or
2. if this is not available: the delivery date, proven by a valid purchase document
3. (receipt, invoice or similar).

5. Submitting a Warranty Claim

Claims must be submitted in writing within one month of discovering the defect.

6. Exclusion Grounds

The warranty is void if:

- products were not stored properly,
- products were not installed according to applicable regulations,
- the defect is not attributable to AVE.

7. Warranty Procedure

For authorised returns within the warranty period:

1. AVE examines the product,
2. confirms any non-conformity,
3. and replaces the product with an identical or equivalent item.

Legal Notice

This manufacturer's warranty is a voluntary service provided exclusively by AVE S.p.A.

Your statutory consumer rights against ROHDE+ROHDE as the seller remain unaffected and apply independently of this manufacturer's warranty.