

## Product warranty | SC-TOP

### 1. Applicability and period of validity

This warranty applies to the sale of new kilns in the SC-TOP series. Normal wear and tear parts such as kiln elements, element connectors, SSR (Solid State Relays), thermocouples, fuses, safety switches, setting materials, and gaskets are not covered by this warranty. The warranty ceases to be valid five (5) years after the delivery date. If you are unsure, always ask the seller for clarification regarding your product.

### 2. Seller responsibility

Säljaren åtar sig att, kostnadsfritt, avhjälpa fel i produkten som förelegat vid leveransdagen.

The seller undertakes, at no cost, to remedy any defects in the product that existed on the delivery date. Remediation shall be carried out within a reasonable time from when the buyer contacts the seller and makes the product available to us. What constitutes a reasonable time shall be assessed primarily with regard to the nature and extent of the defect, the difficulty in determining the defect, as well as the availability of spare parts and workshop capacity. The seller is liable only if the buyer has notified them in writing within a reasonable time, typically approximately 10 days from the discovery of the defect but no later than within 12 months from the delivery date.

### 3. Buyer's Rights (if defect is not remedied by the seller)

If a defect, for which the seller is responsible, is not remedied according to point 2, the buyer may deduct from the purchase price an amount equivalent to the cost of remedying the defect. Before any action is taken to remedy a defect, the seller must be contacted for approval. In the case of defects that are not insignificant to the buyer, the buyer has the right to cancel the purchase. If the buyer has derived significant benefit from the product, they shall be charged a reasonable amount for this.

### 4. Limitation of right to cancel for Special Deliveries

The buyer does not have the right to cancel the purchase if the product has been significantly altered, specifically tailored for the buyer, or specially acquired for them.

### 5. Problems with the product (faults)

Error constitutes, according to professional judgment, a deviation from the normal standard. Deficiencies in a product requiring adjustment or service after the delivery date are not to be considered as deviations from the normal standard. For glass kilns, on-site training for operation and maintenance is also provided to the customer.

The warranty does not apply if: the product has been used in a manner other than as stated in the user manual, the product has not been maintained with normal care or as recommended by the seller, the product has been altered or modified, non-original parts have been installed.

### 6. Limitation of liability

The seller's liability is limited to the above, and therefore the buyer cannot assert any other consequences than those stated above. The warranty does not cover any costs for damage, loss due to operational downtime, penalties, or other forms of compensation.

### 7. Dispute Resolution

Disputes concerning the interpretation or application of these provisions shall, in the first instance, be attempted to be resolved by mutual agreement between the parties. If the parties cannot reach an agreement, the dispute may be adjudicated by the National Board for Consumer Disputes to that extent that the Board has jurisdiction.