

Warranty

For products



Manufacturer's guarantee for products manufactured by authorization of Capi Europe BV

In addition to the statutory rights in the event of defects to which the consumer is entitled against the seller of the product, we, Capi Europe BV, Asteriastraat 17-19, 5047 RM Tilburg, The Netherlands, provide a guarantee for our products under the following conditions:

1. The consumer's statutory rights in the event of defects of our products are not restricted by this guarantee. The consumer may claim these statutory rights against the seller free of charge, without prejudice to our guarantee.
2. We will remedy free of charge, in accordance with the following conditions, any damage to our products which is demonstrably due to a material and/or manufacturing defect and is not subject to any exclusion (see in particular clauses 3-5).

3. The rights under this guarantee can only be asserted within the guarantee period. We grant the following guarantee periods for our products:

"Made in Holland"-Products	Lifetime from date of purchase
"Made in Belgium"-Products	Lifetime from date of purchase
"Arc granite"-Products	Lifetime from date of purchase
"Xala"-Products	Ten (10) years from date of purchase
All other Capi-Products	Five (5) years from date of purchase

For an overview of all collections and their warranty you can have a look in our brochure: www.bit.ly/brochure-2024

4. The warranty service is provided in such a way that a damaged product will be replaced free of charge with an equivalent replacement product from our product portfolio within Germany at that moment or, if you wish, we will look for an appropriate solution with you. Due to the long guarantee period, the replacement product may differ in colour, shape and size from the damaged product.

5. The following damages are excluded from the warranty:
 - Damage that is subject to wear and tear due to use or other natural wear and tear
 - Damage caused by natural hazards (e.g. lightning, storm, fire, frost)
 - Transport damage for which we are not responsible
 - Damage due to misuse, non-standard household or product-specific use or non-observance of instructions for use.

6. The consumer can claim rights under this guarantee by reporting the damage to our customer service department and providing the proof of purchase and photos of the damaged product. To report the damage the consumer can:
 - Use the contact form at Warranty - Capi Europe (capi-europe.com).
 - Send an email to service@capi-europe.com
 - Send a letter to: Capi Europe B.V., Asteriastraat 17-19, 5047RM Tilburg, The Netherlands

7. The guarantee service is provided if the guarantee conditions are fulfilled (clauses 1-4, 6) and there are no exclusions (clause 5).

8. These guarantee conditions apply to products purchased and used in the UK.

If you have any questions about the guarantee or our products, please contact our customer service department via service@capi-europe.com. We will be happy to help you.