

REJ Design warranty terms and instructions

Warranty issued by:

Rej-Design Oy
Yrittäjänkatu 13
04440 Järvenpää
Finland
mail@rejdesign.fi

Scope and range of application and content of the warranty

This warranty is provided for REJ Design towel dryers. This warranty covers manufacturing and material defects in the product. The supplier assumes no responsibility for defects caused by regular wear and tear or conditions or events following the delivery that are independent of the supplier, such as defects in installation or operation. Furthermore, the warranty does not cover the repair of faults that are insignificant considering the operation of the device.

The warranty does not cover regular operational maintenance, operational or installation guidance, or any indirect damage. Worn parts are not covered by warranty. The warranty expires if any product components have been modified from the original.

Validity area of the warranty: Finland

Validity period of the warranty

The warranty of towel dryers remains valid for five years starting from the date of purchase or delivery. Warranty repairs will not extend the warranty period, and the warranty remains valid until the end of the original warranty period.

The issuer of the warranty assumes no responsibility for defects if it is deemed probable that the deviation from normal in the quality or usability of the product is caused by a reason attributable to the buyer, such as neglecting the installation instructions/regulations or other building regulations, accident, negligence, handling contrary to operating and maintenance instructions, or the use of spare and wear parts other than original ones. The issuer of the warranty is not responsible for any damage caused by changes in voltage, water impurities, weather or installation conditions, or other such external factors.

When handing over the product, parties preceding the end user in the supply chain and the end user must inspect that the delivery is in accordance with the consignment note and technical documents, and is externally undamaged. When installing the product, the installing contractor must inspect the product and documents in accordance with normal procedure before installing or mounting the towel dryer and must ensure that the installed product works as intended.

Customer complaints

Any customer complaints concerning the delivery or invoicing must be filed within seven (7) days of the delivery of the product. Any customer complaints concerning defects in the product must be filed within a reasonable time after observing the defect and before taking any action to limit the damage. The repair method and the provider of warranty repairs must be agreed upon with a representative of Rej-Design Oy.

Repairing defects

The supplier may, at its own discretion, repair a defective product or provide the buyer with a replacement product. The warranty does not cover any resulting transportation, unloading or installation costs, or any other similar costs.

Procedure in the case of a defect

After discovering a defect, the buyer must notify the issuer of the warranty (Rej-Design Oy) of the defect without delay. When reporting the defect, the buyer must present a receipt of purchase or another reliable document indicating the purchase location and date. The buyer must provide the issuer of the warranty with information about the towel dryer model and other identifying information, and a detailed description of the damage and the situation in which it occurred. Any maintenance and repairs or the delivery of the towel dryer must be agreed upon in advance with the issuer of the warranty. When presenting a repair request, the content of the warranty and any charges must also be identified beforehand.

Primarily, defective towel dryers are to be sent to Rej-Design Oy. Return instructions will be given when contacting the company. Returning the device to the issuer of the warranty is free of charge to the buyer, provided that the delivery method has been agreed upon with the issuer.

An authorised service company or the issuer of the warranty will repair the defect and deliver a functional product within a reasonable time, within the scope of regular working hours.

Returning a product

Primarily, products can only be returned due to a customer complaint. A product that is in an unopened package and in perfect condition can also be returned for other reasons if separately agreed upon with Rej-Design Oy. Such a return requires that the product is not manufactured at the buyer's request outside the standard sales programme of Rej-Design Oy, does not have any special colour tones, and has not been removed from the standard sales programme of Rej-Design Oy, and that the return has been agreed upon with Rej-Design Oy. When a product is returned, at most 70 per cent of its invoicing value can be compensated. In irregular cases, the replacement of a product with another product can be agreed upon separately.