

WARRANTY POLICY

1. The manufacturer provides the warranty of 1 year (12 months) for the equipment from the date of signing the acceptance certificate.
2. The manufacturer is not liable for any damages or equipment failures occurring because of the buyer. It is forbidden to make any changes to the equipment design and its processes without the written permission of the manufacturer. In case of such damages or changes the costs for all warranty repairs are paid by the consumer according to the technical inspection certificate provided by the manufacturer to the customer.
3. The manufacturer is obliged to ensure the supply of spare parts during the whole warranty period if there are certificates of complaint from the consumer confirmed by the manufacturer. After expiration of the warranty period, the delivery terms are set on commercial basis.
4. Replacement of faulty parts (elements, components, assembly units) during the warranty period does not lead to the establishment of new warranty period for all equipment or only replaced parts.
5. The warranty period for the accessories included in the equipment kit is equivalent to the terms of main equipment, except for the following elements: batteries, lamps, lights, connecting cables, mounting devices, tools, documentation provided with equipment, hoses, tubes, brushes, nozzles, dust bags and filters.
6. The manufacturer does not bear warranty obligations for the equipment in the following cases:
 - a) violation of rules and conditions of use, installation specified in the user manual and other documentation provided to the consumer with the equipment;
 - b) if equipment has the traces of attempts of unqualified maintenance;
 - c) if the defect is caused by the change of equipment structure or its circuit, connection of the external units or elements, which are not provided by the manufacturer;
 - d) if the defect is caused by force majeure, accidents, intentional or careless actions of the user or the third parties;
 - e) if there are mechanical damages caused after equipment delivery to the consumer; damages caused by exposure of moisture, high or low temperatures, corrosion process, oxidation, ingestion of foreign objects inside the equipment, substances, liquids, insects or animals;
 - f) if the defect has arisen as a result of natural wear and tear during equipment operation. Thus, the natural wear implements the consequences caused deterioration of the technical condition and appearance due to prolonged use;
 - g) if the damage (defects) are caused by the nonconformance to standards or technical regulations of supply and cable networks;
 - h) if the damages are caused by the use of non-standard (non-original), and (or) poor-quality (damaged) elements, supplies, spare parts, batteries;

7. Foodsfact Company is not responsible for any damages directly or indirectly caused by the people, pets, if it has occurred as a result of non-compliance with the rules and conditions of equipment use, installation; intentional or reckless actions of the buyer (customer) or the third parties.