



WARRANTY CERTIFICATE



WARRANTY CONDITIONS

Product name:

Garden oven AMPHORA Basic, Plus, Ready, Tour

Manufacturer:

LAC, s.r.o., Štefánikova 116, 664 61 Rajhrad, Czech Republic

Serial number:

Vendor's stamp and signature:

Date of sale:

Stamp and signature of the installation company:

Installation date:

The product you have purchased was tried and tested by the manufacturer. If, however, despite the taken measure, you experience any defect on the purchased product caused by faulty material or manufacturing defect within the warranty period, please contact the installation company that carried out the installation or the vendor. If you have purchased this product directly from manufacturer, please contact the manufacturer.

Warranty claim procedure when purchased from a vendor or installation company:

1. Warranty repairs are performed by the vendor or installation company which the end customer contacts regarding the claim.
2. Address of a service center is the address of a vendor or installation company.
3. Prior to warranty repairs the vendor or the installation company are obliged to issue a warranty claim form for the manufacturer which will include the fault description, description of possible causes, photos of the faulty part of the product (if possible) and a list of faulty part/s of the product and send it with warranty certificate copy to the manufacturer's address together.
4. The manufacturer will either approve or reject the repairs. In case of approval:
He will provide spare parts, in case the installation was not performed by a vendor or his contract partner.
He will provide spare parts and cover all costs associated with the replacement in accordance with the Business Cooperation Agreement, in case the installation was performed by a vendor or his contract partner.
5. If, after the manufacturer has provided his approval for warranty claims the vendor or the installation company perform the repairs, they will issue a service report with a copy for the manufacturer which will include a description of the repairs, a list of used spare parts and repair costs, stamp and a signature of the end customer and photo documentation.
6. The vendor or the installation company will send this copy without any unnecessary delay to the manufacturer.
7. The manufacturer does not cover the transportation costs of parts intended for warranty repairs from end customer to vendor or installation company and to the borders of the Czech Republic and back in case of foreign sale. The manufacturer will cover the transportation costs of parts intended for warranty repairs from vendor or installation company to the vendor and from the border of the Czech Republic to the manufacturer and back in case of foreign trade

Warranty claim procedure when purchased from manufacturer:

1. Warranty repairs are performed by the manufacturer which the end customer contacts regarding the claim.
2. Address of a service center is the address of the manufacturer's headquarters
3. The end customer is, prior to warranty repairs, obliged to issue a claim report for the manufacturer which will include the fault description, description of possible causes, photos of the faulty part of the product (if possible) and a list of faulty part/s of the product and sent them to the manufacturer's address.
4. The manufacturer will either approve or reject the repairs. In case of approval, he will provide spare parts.
5. The manufacturer does not cover the transportation costs of parts intended for warranty repairs from end customer to the borders of the Czech Republic and back in case of foreign sale. The manufacturer will cover the transportation costs of parts intended for warranty repairs from the border of the Czech Republic to the manufacturer and back.

Warranty and claim conditions:

1. The warranty period initiates from the date of sale or installation to end customer, however, this applies providing that the installation or sale to end customer took place within 60 days from the sale of the product from the manufacturer to a vendor or installation company. However, should the above mentioned not be carried out within 60

- days, the warranty period then initiates from the first day after the 60 day period from the sale of the product from the manufacturer to a vendor or installation company.
2. For warranty repair it is necessary to provide purchase receipt as well as a filled-in warranty certificate.
 3. In case of an unjustified claim associated with a call of a service technician, all costs associated with this claim are covered by the customer.
 4. The warranty claim will pass unnoticed if:
The customer fails to provide the original purchase receipt and a filled-in warranty certificate.
The product is not used in accordance with its purpose.
The detected fault is a result of unprofessional installation, manipulation or transportation of the product.
The customer does not follow maintenance instructions.
In case of consumables or parts that require regular replacement (consumables include refractory bottom plate and all accessories for the oven purchased from the manufacturer) .
 5. The warranty period is 2 years, for the refractory castable shapes, excluding the glazed body, 4 years. Even though the product is intended for an outdoor - garden use, it is strongly recommend having a furnace under a roof. In this case, the oven may be used year-round without any limitation. If the oven is not under the roof and you're not baking at the moment and the oven is not hot, keep it always covered, preferably with cover sheet from our accessories. It is necessary to air out the oven from beneath the cover sheet occasionally, otherwise the capillarity would occur and moisture would hold in this closed space under the cover sheet. Do not expose oven to extreme situations during baking (especially extreme changes in state - oven is overheated and suddenly it rains heavily; large amount of water leaking into the oven and then freeze). In the extreme case [statistically 1 out of 20 cases] damage may occur, especially damage of the glazed body. Such damage has only visual character and doesn't reduce the usefulness of the oven. For such damage the warranty can not be applied. It is also important that the product is not exposed to heavy impacts or contact with blunt as well as sharp products. We recommend to regulary re-apply silicon caulk that is between each glazed body or between the body and the stand, every time the silicon caulk its special characteristics - integrity, adhesion, elasticity - the water and moisture could penetrate through silicon caulk into the garden oven.
 6. The manufacturer is not responsible for a loss of profit should the customer be using the product for enterprise.
 7. The manufacturer is not responsible to cover the damages, in case the customer must, in order to remove the part that is a subject to claim, damage another part in his property e.g. a part of the base that might surround the product.

This warranty applies solely to faults that originate from the manufacturing process. Those defects which do not have an impact on the performance of the product are not a subject to claim.

Uneven coloring and structure of the glazing, small hairline cracks as well as irregular surface porosity of the refractory castable shapes and glazed concrete body are not defects and do not reduce its effect and use and therefore can not be the subject to warranty claim.



In Rajhrad on 1.3.2013
Jiří Crhák, Executive Director