

CUSTOMER SERVICE CENTERS AND WARRANTY

Tchibo GmbH (registered office: Überseering 18, 22297 Hamburg, Germany) grants a **24-month warranty** for this Qbo machine model YOU-RISTA within the European Union.

The warranty period begins with the date of purchase of the YOU-RISTA by its first user. The date indicated on the proof of purchase shall prevail. The warranty service is subject to delay if servicing is performed in a country other than the one in which the machine was purchased. This may be due to variable product distribution timing in different countries, and the fact that different versions of the machine may be sold in different countries under certain circumstances.

Your YOU-RISTA was manufactured using the latest production techniques and has undergone a thorough quality control inspection. Tchibo GmbH guarantees that the machine is in flawless condition during the warranty period listed above. Within the warranty period, all defects in workmanship or materials will be remedied by a customer service center authorized by Tchibo GmbH within a reasonable period of time. If repairs are not possible, the defective YOU-RISTA will be replaced with a defect-free machine. If a replacement is not possible, the customer will be refunded the price of purchase as indicated on the sales receipt. The prerequisite for receiving the warranty is that all claims must be accompanied by the original proof of purchase together with the correctly filled-in service form, which you

can find on the lower part of this page and under www.qbo.coffee/service.

If a defect has been found, **please call our Qbo service team first.**

Germany:

Tel. 0800 – 2000 411

(free of charge)

E-mail: service@qbo.coffee

Austria:

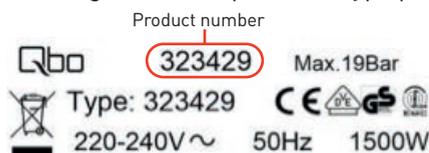
Tel. 0800 – 555 649

(free of charge)

E-mail: service@qbo.coffee

Our customer consultants will be pleased to help and advise you on further procedure.

Note: Please have your machine's product number at hand when contacting our Qbo service team - see the type plate on the underside of the machine. This will be needed to identify the machine. The following is an example of the type plate:



If it is necessary to send the product to a service center authorized by Tchibo

SERVICE FORM

Please fill out the form in capital letters and send it along with the product.

Surname, first name _____

Street, no. _____

Postcode, city _____

Country _____

Tel. (daytime) _____

If not covered by the warranty*: (please tick box)

Please send back the machine unrepai red.

Please send a cost estimate.

Return checklist:

- Package the product well.
- Secure any loose parts.
- Copy and include the proof of purchase.
- Remove any used capsules.

* You will be responsible for the cost of returning any products which are not covered by the warranty or warranty service.

GmbH in Germany or Austria, please fill out the service form, which you will find in the lower section of this page and at www.qbo.coffee/service, and send it together with the proof of purchase and the carefully packed product to the address provided by the Qbo service team.

The warranty does not cover:

- Damage due to improper use or use other than what is described in the user manual.
- Mechanical damage, including transport damage due to insufficient packaging by the customer.
- Damage due to product modification or unauthorized repairs.
- Damage due to a failure to clean/descale.

Free-of-charge warranty repairs do not include maintenance or cleaning of the machine as described in the user manual, or worn parts and consumables. Repairs that are not covered by the warranty can also be carried out at cost price by one of the authorized service centers of Tchibo GmbH. Please call the Qbo service team for more information.

In all countries outside the European Union, the warranty conditions specifically provided under the respective national laws will apply. This warranty does not exclude or limit the rights of the buyer or the current national warranty rights.



SERVICE FORM

Please fill out the form in capital letters and send it along with the product.

Product number:
(please fill in)

(The product number of your Qbo YOU-RISTA machine can be found on the type plate on the bottom of the machine.)

Fault/Defect

Date of purchase

Date/Signature
