

## LIFETIME GUARANTEE FOR END CUSTOMERS

### Ceramic products

The following voluntary, personal and lifetime guarantee for end customers ("**Guarantee**") is granted in addition to and does not affect any statutory liability for material defects and other guarantees of your contractual partner. The rights arising from the statutory liability for material defects can be claimed free of charge and independently of this Guarantee. They are not restricted by this Guarantee in any way.

The Guarantee is granted by [name of entity, address] ("**Geberit**").

1. The Guarantee only covers the ceramic products of the following series ("**Guarantee Products**"):

- Geberit ONE
- Geberit Xeno<sup>2</sup>
- Geberit Acanto
- Geberit iCon
- Geberit VariForm
- Geberit Smyle
- Geberit Renova
- Geberit Renova Plan
- Geberit Renova Compact
- Geberit Renova Comfort
- Geberit Selnova
- Geberit Selnova Square
- Geberit Selnova Compact
- Geberit Selnova Comfort
- [IT: Geberit Type 35, 45, 60]

The KeraTect special glaze as well as components of a Guarantee Product that are not or not completely made of ceramic (e.g. Varicor) are not covered by this Guarantee.

2. The Guarantee begins upon timely registration of the Guarantee Product in accordance with Clause 5 a) and ends with the death of the registered end customer if it has not expired beforehand in accordance with the provisions herein ("**Guarantee Period**").

3. Geberit guarantees that the ceramic of the Guarantee Product is free of any material and/or production defect.

Should such a defect occur within the Guarantee Period, the Guarantee includes the free delivery of a replacement product. If the relevant Guarantee Product is no longer

available at the time the Guarantee claim is made, it will be replaced by a product of at least the same design, quality, and grade; design changes remain reserved. If no comparable and equivalent replacement product is available, the purchase price will be refunded. In this respect, the end customer shall bear the costs for the removal of the defective Guarantee Product and installation of the replacement product as well as any follow-up costs (e.g. for the disposal of the defective Guarantee Product and further conversion or renovation measures).

For the avoidance of doubt: Ordinary surface wear and tear over time (e.g. soiling, deposits) or other normal wear and tear does not constitute a Guarantee case under this Guarantee unless it is due to a material and manufacturing defect in the ceramic.

4. The end customer shall have no further claims against Geberit under this Guarantee.
5. Claims under this Guarantee are only valid under the following conditions:
  - a) The Guarantee Product has been registered by the end customer within 90 days, calculated from the date of installation, at [www.geberit\[...\]](http://www.geberit[...].); a copy of the associated installer's invoice must be uploaded here;
  - b) The Guarantee Product has been installed and commissioned by a sanitary specialist company located in [country] or by a customer service authorised by Geberit. The end customer can obtain an overview of the customer services authorised by Geberit on request from Geberit.
  - c) No modifications have been made to the Guarantee Product, in particular no parts have been removed, replaced or additional installations made; and
  - d) The defect of the Guarantee Product was not caused by its improper installation or its improper use or by inadequate cleaning, care, repair, or maintenance.
6. In order to assert the rights arising from this Guarantee, it is sufficient to notify Geberit in writing using the contact information provided on the Geberit homepage. The following information must be included in the notification as a minimum:
  - a) Name and address of the end customer who purchased and registered the Guarantee Product;
  - b) Model and serial number of the Guarantee Product;
  - c) Details of material or production defects in the Guarantee Product (supported by photographs, if applicable).

If necessary, Geberit will request further information and documentation from the end customer in order to verify the Guarantee claim.

7. The Guarantee only applies to consumers with domicile or habitual residence in [country]. A consumer is any person who enters into a legal transaction for purposes that are predominantly neither commercial nor self-employed.
8. The Guarantee only applies to Guarantee Products installed in [country].
9. The rights under this Guarantee are neither transferable nor inheritable. The transfer or loss of ownership of the Guarantee Product or the death of the end customer will invalidate the Guarantee.
10. This Guarantee is governed exclusively by the substantive law of [country]. The United Nations Convention on Contracts for the International Sale of Goods is expressly excluded.