



RETAILER Terms and Conditions

Guarantee Commitments

Our customer's problem is our problem. We want our customers to be satisfied with our products and services and be able to recommend us at any time.

Guarantee Period

Residential Usage: All products purchased from Grohe are covered by a 5-year warranty (shower hose only for 1 year) from the date of buying the product.

Commercial Usage: All products purchased from Grohe are covered by a 2-year warranty (shower hose only for 1 year) from the date of buying the product.

(Commercial use is public usage, for example in clinics, hospitals, hotels, public buildings, recreational centre, restaurants, schools, etc)

Spare Part Commitment

The spare part for all exposed-mount products remain available for 5 years to ensure that the technology, quality and design of Grohe fittings and shower systems are lastingly and reliably guaranteed even after their production ends. **For concealed parts, this applies for a period of 5 years** after the end of production.

We reserve the right to supply equivalent parts according to technical progress.

Guarantee Terms & Conditions

1. Grohe Hong Kong Limited (hereinafter called "the company") has an option to provide free of charge repair or replace service of the products, which become out of order under normal use in the product guarantee period. The replaced defective parts shall become the company's property.
2. The guarantee service shall be rendered by the company only.
3. The guarantee periods are neither renewed nor extended by overhaul or supply of replacement parts during the normal guarantee period. If a replacement part is paid by the customer then the normal guarantee period is valid for that part.
4. This guarantee does not cover:
 - (a) Defect caused by improper installation, modification or repair, unauthorized persons or if spare parts other than Grohe parts are used.
 - (b) Defect caused by misuse, abuse, negligence, physical damage, accident, fire, flood, nature calamities or other events beyond the company's control.
 - (c) Willful or negligent damage occurring through not following our, at the time of installation valid installation, assembly and care instructions as well as written statements concerning the application of our products. The same applies to faults caused by contamination of strainers, aerators, shower heads etc. by dirt and lime scale as result of insufficient cleaning and care (see Annex I. Grohe Instruction for care).
5. The guarantee is valid only in Hong Kong and Macau.
6. The guarantee card is not transferable.
7. The guarantee card and purchase invoice should be presented during each service.
8. The guarantee card will be valid only after it has been properly filled in, returned to and received by the company within 14 days of original purchase.
9. In case of any dispute, the company reserves the right for final judgment and decision.

Remarks:

1. Only registered guarantee card is subject to be valid in which **the guarantee starts from the date of invoice**. Please keep the original copy of warranty card and invoice, and present it for our Authorized Grohe Plumbers' reference during the repair service.
2. The guarantee terms and conditions are written in both English and Chinese. The English version shall prevail whenever there is any inconsistency or interpretation.
3. The guarantee period showed above is only applicable in general circumstance. The company reserves the right to the final explanation of any of the Terms & Conditions set out in case of dispute, the decision of Grohe Hong Kong Limited shall be final.

To obtain guarantee service, please contact Grohe Service Centre (at +852 2969 7067).



銷售店 條款及細則

保用承諾

顧客的問題，就是我們的問題。
本公司歡迎顧客隨時提供建議，務求做到最好滿足顧客的需求。

保用年期

住宅用途:所有購買的產品保用期為 5 年（只有花灑喉的保用期為 1 年）。

商業用途:所有購買的產品保用期為 2 年（只有花灑喉的保用期為 1 年）。
(商業用途例如診所、醫院、酒店、公共建築物、文娛康樂場所、酒樓、學校及各公共地方等等)

零件承諾

為了確保我們的科技、品質、設計，本公司會承諾長久和可靠的零件補訂承諾。**非藏牆的零件承諾期為 5 年；藏牆的零件承諾期為 5 年，產品均以停產日起計。**
根據技術進程，本公司保留以相等的零件作為供應的權利。

保用條款

1. 香港高儀有限公司（以下簡稱“本公司”）之用戶在產品保用期內，正常使用之情況下，如發覺機件失效，經本公司派員查驗屬實，將可獲免費修理及更換零件等服務，而所有換出的損壞零件均屬本公司所有。
2. 在保用期內，所有免費修理及更換零件，只限由本公司提供。
3. 本公司維修或更換零件後，保用期將不會被更新或延續。若顧客同意付款更換零件，保用期可持續有效。
4. 免費保用服務並不包括：
 - (a) 非由本公司安裝所引致之故障、擅自修理、改裝或使用非高儀原廠零件。
 - (b) 故障因錯誤使用、不小心使用、濫用、疏忽使用、人為而引致的損壞。或因意外、火災、水災、天然災害或其他原因非高儀特許水喉匠控制之下而引致損壞。
 - (c) 故障因沒有按照高儀安裝指引及保護指示說明所造成的故意、非故意或疏忽損壞。此亦適用於玷污的過濾器、水龍頭網罩的加氣裝置、花灑頭等，包括污物或石灰物質造成的不足夠清潔及保護 (詳情請參考附件 I. 高儀保護指示說明)。
5. 本公司發出之保用證只在香港及澳門有效。
6. 保用證不得轉讓。
7. 維修服務時，必須出示保用證及購買商號之發票正本與本公司職員作為記錄。
8. 請於保用證登記咭上填寫正確資料，並於購買日期起計 14 日內連同發票副本，準時寄回本公司，保用證才正式生效。
9. 如有任何爭議，本公司保留一切條款及細則之最後解釋權及決定權。

備註:

1. 保用證必須登記方為有效，而保用期會由發票日起計。客請保留保用證及購買商號之發票正本，在維修服務時出示與高儀特許水喉匠作為記錄。
2. 本保用條文中、英版本。如有任何歧議或詮釋上的問題，概以英文版本為準。
3. 以上保用期在一般情況下適用，並不適用於特別推廣優惠。如有任何爭議，本公司保留一切條款及細則之最後解釋權及決定權。

若有任何有關的查詢，請聯絡高儀服務中心 (+852 2969 7067) 或本地零售店。



Annex I. Instructions for Care

Dear Customer,

We want to ensure that you get long-lasting satisfaction and pleasure from your GROHE fitting. Therefore, please read the following care instructions because damage to the surface and underlying material resulting from improper treatment is not covered by warranty.

Do not use any abrasive sponges or scouring agents for cleaning. We also advise you not to use cleaning agents containing solvent or acid, lime scale removers, household vinegar and cleaning agents with acetic acid in them. They are aggressive to the surface - and will leave your fitting dull and scratched. As the formulations of commercially available cleaning agents frequently change, we cannot guarantee they will provide the gentle care our fitting deserves.

Clean the fitting with a little soap and a moist cloth only, then simply rinse off and wipe dry. You can avoid lime spots by drying the fitting each time it is used. If lime deposits do occur, remove them with **GrohClean**, our environment-friendly cleaning liquid, **GrohClean** is specially formulated to clean the surface of our fittings gently. **GrohClean** are available from your supplier.