



BLUM INDIA WARRANTY STATEMENT

The Blum Products are available in India through Blum authorized distributors only. It is recommended that Blum products be purchased only from authorized distributors. The after-sales service of Blum products is handled solely by Blum India and its authorized service partners.

Blum products and their use are subject to the following terms and conditions:

The Blum warranty is valid for all Blum products sold after April 1, 2022.

BLUM	
Product Category	Warranty Period
All products warranty	15 years
SERVO-DRIVE	3 years
Assembly Aids and Machines	1 year

If Blum India, or one of its authorized distributors, finds a defect in the material or a manufacturing defect during the warranty period, Blum India or one of its authorized distributors will repair or replace the defective part or product free of charge, provided the following terms and conditions are met:

1. The warranty is only valid if the original sales receipt is provided with all warranty claims.
2. In order to maintain the validity of the warranty, the product must at all times be used strictly in accordance with the terms of this warranty and not improperly or negligently handled. This warranty is automatically terminated and void if the Blum product is improperly installed, misused, neglected, otherwise misused, insufficiently cared for, tampered with, vandalized, or damage is caused by a non-Blum product and/or acts of God. The warranty will not cover any rust on the product. Guidelines for proper care and cleaning are mentioned at the end of this document. The customer will be liable for any damages caused by misuse of the product by anyone who obtained it, whether with or without the consent of the person(s) named on the sales receipt issued by Blum India or its authorized distributors.
3. It is the customer's responsibility to carefully select the appropriate product for their use, in collaboration with authorized distributors. Blum India will not be held responsible for any legal repercussions resulting from improper product selection.

4. The warranty does not cover any expenses or responsibilities for GST, central taxes, state taxes, Octroi, any transport or other local taxes imposed on the parts supplied or repaired during the warranty period.
5. Only Blum India or its authorized distributors and service partners are authorized to service or repair the product. A breach of this condition shall void the warranty.
6. Blum India and its authorized distributors will make unit repairs or replacements under this warranty within a reasonable period, as determined by Blum India or its authorized distributors and its service partner performing the repair or replacement.
7. If any parts of the product require repair or replacement, the warranty will remain valid for the remaining duration of the original warranty. Any downtime for repairs, transit, or non-use of the product will not be deducted from the warranty period and the warranty will not be extended.
8. In the event of non-availability of components or parts due to any reason whatsoever, neither Blum India nor its authorized distributors and its service partner will be responsible or liable for any delay that may be caused in service/repair of the Product. If the same model or color is not available for replacement, Blum India or its authorized distributors will replace the defective product with an equivalent model or alternative color.
9. In no event shall the liability of Blum India exceed the purchase price of the product.
10. Product/packaging damage must be reported to the place of purchase within 7 days of receipt, failing which the transaction shall be deemed to be correct and accepted by the customer.
11. If the customer loses or misplaces their sales receipt, they can obtain a copy from the authorized distributor or service provider where the product was purchased. Blum India is not responsible for providing a duplicate proof of purchase unless the product was purchased directly from the company.
12. Any billing disputes between the authorized distributor and customer must be settled between those two parties. Blum India cannot be held liable for such disputes unless the product was purchased directly from the company.
13. Any insurance coverage obtained by the customer is a contract between the customer and the insurance company. Blum will not be held liable or responsible for any disputes that may arise in connection with such coverage.
14. In the event of any dispute, this warranty shall be governed by and construed in accordance with the laws of India, and any legal action or proceeding arising under or related to this warranty will be subject to the jurisdiction of the courts located in Mumbai.

15. This statement indicates that for products sold in India, the warranty document provided with the product is the only warranty that applies. Any other warranty documents mentioned or referenced will not be considered valid.
16. Blum India expressly reserves the right to add to/or alter, modify, change, or vary all or any of the Terms and Conditions or to withdraw it altogether, from time to time. Changed terms and conditions will be updated on company's website.

How to make a Warranty Claim:

To make a warranty claim, please reach out to us at support-in@blum.com or call our toll-free number 1800 209 9710 between 9:00 AM and 6:00 PM from Monday to Saturday, excluding public and national holidays.

Please provide all relevant information for your claim, including:

- Product/model number/part number
- Proof of purchase, such as a copy of the sales receipt, purchase order, or invoice, and the date of purchase from a Blum authorized distributor or directly.
- Detailed description of the problem, along with any supporting documentation that may be applicable.

To ensure continued satisfaction with Blum products in terms of functionality, appearance, and aesthetics, please strictly follow the care and cleaning guidelines provided below. Any damage to the product resulting from non-compliance with these guidelines is not covered under warranty.

Do's:

1. Ensure that product is installed correctly before usage as per Blum Guidelines/Specification
2. Use the appropriate jigs and templates for installation
3. Contact toll-free Blum India customer care for free installation guidance
5. Regularly clean the product using soft and lightly damp (not wet), lint free cloth, buff, or sponge
6. Always dry the area by re-wiping after cleaning the product
7. Remove stains instantly whenever they appear

Don'ts:

1. Do not customize the product installation. Adhere to Blum specifications at all times.
2. Do not tamper/misuse the product
3. Never use masking tapes to cover the products as it damages the finish and is difficult to



clean

4. Do not use steam cleaners

5. Do not use cleaning agents such as abrasive cleaning powders, steel wool or scourers, including cleaning agents with acetone, chlorine, thinners, and solutions that begin with the name tri or tetra

6. Do not use cleaning agents, baking powder, dishwasher additives and table salt; for example, should be stored in closed containers. The resulting vapors can lead to the corrosion of all metal surfaces.

*Authorized distributors would mean franchisee/dealer/solution partner appointed by Blum.