

WARRANTY CONDITIONS

1. SUBJECT AND DURATION OF THE WARRANTY

Veneroni Srl guarantees that the supplied products are free from defects that make them unsuitable for their intended use or that significantly reduce their value, pursuant to Articles 1490 et seq. of the Italian Civil Code.

This warranty is valid for a period of 12 (twelve) months from the date of delivery of the product, provided that the terms and conditions specified below are complied with. Replacement of components or products under warranty does not extend the duration of the warranty.

2. SCOPE OF APPLICATION

The warranty applies exclusively to products purchased directly at the premises of Veneroni Srl or from its authorized dealers.

3. TECHNICAL AND PERFORMANCE SPECIFICATIONS OF THE PRODUCTS

Data relating to the performance or efficiency of individual machines and equipment contained in catalogues, data sheets or descriptions are purely indicative and do not constitute a contractual commitment.

The technical specifications of the products may be subject to change without notice by Veneroni Srl.

Unless otherwise agreed in writing between the parties, functional and performance specifications of the machines are guaranteed in accordance with UNI EN ISO 9906 standards for pumps and ISO 21630 for mixers.

4. VALIDITY CONDITIONS

The effectiveness of the warranty is subject to compliance with the following requirements:

- Notification of any defects must be sent in writing, by registered letter with return receipt or PEC (certified email), within 10 (ten) days from discovery of the defect, with an indication of:
 - type of product,
 - serial number,
 - description of the failure,
 - date and number of the purchase document.
- The product must have been:
 - correctly transported, stored, and installed,
 - used in environmental conditions suitable for its intended purpose,
 - properly serviced, with regular performance of preventive maintenance operations.
- Installation, use, and maintenance must be carried out by qualified personnel.
- The product must not have been tampered with or altered prior to inspection by Veneroni Srl or an authorised technician.
- The customer must be up to date with the payments required by the supply contract.

5. WARRANTY PROCEDURES

In the event of a defect covered by warranty, the customer must deliver the product carriage paid (DDP – Delivery Duty Paid, INCOTERMS 2020) to the warehouse of Veneroni Srl in Formigara (CR) for defect analysis.

If the defect is confirmed, Veneroni Srl will, at its discretion, repair or replace the product. The product will be returned Ex Works (EXW – INCOTERMS 2020).

6. LIMITATIONS

The warranty does not cover:

- damages resulting from normal wear, improper use, overload, or unauthorised modifications;
- costs related to disassembly/reassembly of the product;
- travel, board and lodging expenses of technical personnel when the intervention is requested at the customer's premises;
- indirect damages, loss of profit, machine downtime, or any consequential damages.

7. TECHNICAL ASSISTANCE

Warranty technical assistance will be provided exclusively at the premises of Veneroni Srl or at an authorised service centre. Any interventions carried out at the customer's premises are subject to specific costs to be agreed upon.

Any technical intervention performed by unauthorised personnel will invalidate the warranty.

8. EXCLUSION OF FURTHER LIABILITY

The warranty applies solely to the supplied product. Veneroni Srl shall not be liable for personal injury, property damage, production downtime, or any other direct or indirect damages that may be attributable to product malfunction.

9. ASSEMBLY OF DISASSEMBLED PRODUCTS

If equipment is supplied as a kit or disassembled for logistical or transport reasons, assembly must be carried out by the customer, under their exclusive responsibility, in accordance with the technical instructions provided by Veneroni Srl.

Warranty coverage remains valid for original component defects, provided they do not arise from:

- incorrect assembly or assembly not compliant with the instructions,
- the use of inadequate tools or methods,
- unauthorised tampering or modifications during assembly.

Veneroni Srl reserves the right to verify, in the event of a claim, that assembly was carried out according to technical specifications and by qualified personnel. Otherwise, the warranty may be declared void.

10. APPLICABLE LAW AND JURISDICTION

These Conditions and the related contracts are regulated by Italian law. For any dispute in which Veneroni Srl is the defendant, the Court of Cremona shall have exclusive jurisdiction.

If Veneroni Srl is the plaintiff, it may choose to bring action either before the Court of Cremona or before the court of the defendant's residence.