



# Guarantee

The PolarSpring Hot&Cold Spring Water Machine comes with a guarantee granted by the company to the customer, which is valid for 1 year from the date of purchase. The guarantee is valid with the presentation of a receipt or guarantee certificate. The guarantee certificate will be delivered to the customer with the delivery of the product. However, the guarantee does not limit the seller's liability for defects regulated by Finnish consumer protection law (38/1978).

**Review always carefully the product's usage and installation instructions before putting the product into use.**

If there is a defect in the product, the consumer can make a defect notification or complaint. The defect notification must be made within a reasonable time from when the customer has noticed the defect or should have noticed it. However, the defect notification can always be made within two months from when the consumer noticed or should have noticed the defect. The deterioration of the ordered product or part of it due to normal wear and tear is not covered by the Finnish consumer protection law's liability for defects.

The guarantee granted by Polar Spring Oy covers defects arising from the manufacturing of the device. Polar Spring Oy is released from guarantee liability if it can establish as probable that the defect results from an accident, incorrect handling, or another reason attributable to the buyer.

Guarantee is not valid if the deterioration or defect of the ordered product is a result of:

- Misuse of the product
- Neglect of the instructions for use
- Accident or other external factors
- Neglect of preventive maintenance of the ordered product
- Modification or alteration of the ordered product that may damage it or cause it to no longer function as intended
- Incorrect installation or storage of the ordered product
- Repair, modification, or servicing of the ordered product without contacting the seller

If a fault occurs in the product during the guarantee period, please contact us immediately by email at [info@polarspring.com](mailto:info@polarspring.com). After this, the customer sends the damaged product to our factory to the address Kyynätjärventie 174, 17150 Urajärvi. If the warranty conditions are met, Polar Spring Oy will reimburse the customer for the postage costs incurred. Always remember to request a receipt for the shipment so that the actual costs can be reimbursed. Polar Spring Oy will inspect the device for the fault upon its arrival at the factory. After that, a new equivalent product will be provided to the customer if possible. Replacing the product based on the guarantee does not extend the original guarantee period of the product.

