

Mitte Warranty conditions for Mitte Home

mittemitte GmbH, Schinkestraße 20, 12047 Berlin, Germany, registered with the commercial register of the local court of Charlottenburg in Berlin under HRB 169208 B (hereinafter “Mitte”) grants a warranty on the Mitte Home device, subject to the terms and conditions set forth hereinafter:

Mitte warrants that your Mitte Home device will under normal home use be free of defects in materials and workmanship, including functionality, material or production defects, for 2 (two) years following the date of purchase (hereinafter “Mitte Warranty”). The territorial scope of the Mitte Warranty is Germany-wide.

Should a defect occur during the Mitte Warranty period, Mitte will provide one of the following services under this Mitte Warranty at Mitte’s option:

- repair of the Mitte Home device free of charge or
- exchange of the Mitte Home device for an equivalent Mitte Home device free of charge. The equivalent device may be reconditioned or a different model if the model you purchased is no longer available.

Mitte Warranty claims are excluded in case of damage to the Mitte Home device due to

- normal wear and tear (e.g. discoloration);
- improper handling, commercial use or any other misuse (user manual sections 3.2);
- adding substances other than water to the bottle prior to a dispense (user manual section 5);
- dishwashing bottle or tank (user manual sections 4.5, 4.6);
- an accident, shipment or any other than normal household use (user manual section 3.1);
- non-observance of safety precautions (user manual section 2);
- abuse, alteration or disassembly;
- repair by you or a servicer other than Mitte;
- use of CO2 cylinders or cartridges other than the Mitte cartridge and Mitte CO2 cylinder;
- use of the Mitte Home device with an adapter valve;
- use of an expired Mitte cartridge or Mitte CO2 cylinder.

Mitte Warranty does not cover Mitte cartridges and Mitte CO2 cylinder.

In the event of a Mitte Warranty claim, please contact the customer support of Mitte via e-mail to support@mitte.co.

A prerequisite for claiming Mitte Warranty service is that Mitte is enabled to examine the Mitte Warranty case: Please send in the defected Mitte Home device to mittemitte GmbH, Schinkestraße 20, 12047 Berlin, Germany. Care must be taken to avoid damage to the Mitte Home device in transit by packing it securely. A copy of the invoice or order confirmation must be enclosed with the shipment when applying for Mitte Warranty service, so that Mitte can check whether the Mitte Warranty period has been observed. Without a copy of the invoice or order confirmation, Mitte may reject the Mitte Warranty claim.

In the case of a justified Mitte Warranty claim, you will not incur any shipping costs, Mitte will reimburse any outbound shipping costs.

This Mitte Warranty does not limit your statutory rights under the purchase contract against Mitte. Any existing statutory warranty rights (*Mängelgewährleistungsrechte*) against Mitte remain



unaffected by the Mitte Warranty. The Mitte Warranty therefore only extends your legal position. If the purchased item is defective, you may in any case contact us within the scope of the statutory Mitte Warranty, regardless of whether a Mitte Warranty case exists or was invoked.

If Mitte determines the defect not to be covered by the Mitte Warranty or statutory warranty, Mitte will repair the Mitte Home device only upon payment of the determined repair charge.