



# WARRANTY CERTIFICATE



The use of this certificate is permitted by the TURKISH MINISTRY OF CUSTOMS AND TRADE, GENERAL DIRECTORATE OF CONSUMER PROTECTION AND MARKET SURVEILLANCE in accordance with the Consumer Protection Law No. 4077 and the communiqué on the Warranty Certificate Application Principles put into effect based on this Law.

## MANUFACTURER

Title : DUYAR VANA MAK. SAN. VE TİC. A.Ş.  
Address : Osmangazi Mh. 2653 Sk. No:7/1 Esenyurt/Istanbul  
Tel. : +90 444 VANA (8262)  
Fax : 0212 355 07 47  
Tax Office and No. : Marmara Corporate Tax Office / 3200039012

## AUTHORIZED SERVICES

Title : DUYAR VANA MAK. SAN. VE TİC. A.Ş.  
Address : Osmangazi Mh. 2653 Sk. No:7/1 Esenyurt/Istanbul  
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## PRODUCT'S

Type : VALVE  
Brand : DUYAR  
Warranty Period : 2 Years  
Maximum Repair Time : 20 Working Days

## VENDOR'S

Title : DUYAR VANA MAK. SAN. VE TİC. A.Ş.  
Address : Osmangazi Mh. 2653 Sk. No:7/1 Esenyurt / Istanbul  
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## WARRANTY CONDITIONS

1-) The warranty period starts from the date of delivery of the product and is 2 (two) years.

2-) The entire product, including all of its parts, is under the warranty of our Company.

3-) In case of malfunction of the product within the warranty period, the time spent in repair is added to the warranty period. The repair period for the product cannot exceed 20 working days. This period starts from the date of notification to the service station of the malfunction related to the product or, in the absence of a service station, to the vendor, dealer, agency, representative, importer or manufacturer. It is possible for the consumer to report the malfunction via telephone, fax, e-mail, registered and reply paid letter or any similar means of communication. However, in case of dispute, the burden of proof belongs to the consumer. If the product is not repaired within 10 working days, the manufacturer or importer has to allocate another product with similar features to the use of the consumer, until the repair is completed.

4-) If a malfunction due to material and workmanship or assembly errors occurs within the warranty period, it will be repaired without any charge under the name of labor cost, replaced part price or any other name.

5-) In the following cases the consumer can request a free replacement, a refund or a price discount at the rate of defect, despite the consumer having exercised their right to repair:

-From the date of delivery to the consumer; the product breaks down at least for four times within one year, provided that it is limited to the time within the specified warranty period, or for more than six times within the warranty period determined by the manufacturer and/or importer, and these failures make it permanent not to benefit from the product;

-The maximum period required for the repair is exceeded;

-It is determined by a report issued by the company's service station or, in the absence of a service station, by any one of the vendor, dealer, agency, representative, importer or manufacturer, respectively, that it is not possible to repair the malfunction.

6-) Malfunctions arising from the use of the product contrary to the matters contained in the user manual are not covered by the warranty.

7-) The Ministry of Customs and Trade, General Directorate of Consumer Protection and Market Surveillance can be applied with for the problems that may arise regarding the Warranty Certificate.