

WARRANTY

GrandHotel stainless steel cookware is guaranteed against non-conformity for a period of 3 years from the delivery of the products, upon presentation of proof of purchase.

After the product has been received and the lack of conformity has been verified, as well as the purchase date, Silampos will transform or replace the product with an equivalent one, if storage is not possible. Silampos may, under legal terms, refuse to report the conformity of the product if its replacement is impossible or involves disproportionate costs.

If the lack of conformity will be manifested during the third year of the warranty period, to trigger it, it will be up to the consumer to demonstrate that the lack of conformity already existed on the date of delivery of the product.

THE WARRANTY COVERS:

- The desoldering of accessories not caused by accident, misuse or fall.
- The non-stick coating is blistered or peeling, with the base material visible.

THE WARRANTY DOES NOT COVER:

It is expressly excluded from the scope of the guarantee, normal and commercial, the evocation of lack of conformity resulting from:

- Misuse of products - namely, negligent handling
- Scratches caused by metallic objects or abrasive products.
- Damage resulting from accidents or falls.
- Natural wear and tear, loss of shine and/or stains caused by use, food, heat and washing.
- In the specific case of the non-stick coating: discoloration in yellowish, brownish, or bluish tones due to overheating and/or peeling resulting from the use of sharp or inappropriate utensils.
- professional use.

The warranty ceases to apply when unauthorized parties have repaired, modified, or replaced the product.

COMMERCIAL WARRANTY (THERMAL BASE):

SILAMPOS concedes a commercial guarantee of 25 years exclusively for manufacture defects of the Impact Disc Plus thermic base of ID Plus Cookware. This warranty provides the consumer's rights referred to in paragraphs 2 and 3, if they are reported within that period and their existence is proven.

LEGAL FRAMEWORK

In everything that is not expressly provided for herein, the provisions of Decree-Law no. 84/2021, of 18/October, apply to the relationship between the consumer and SILAMPOS.

POST SALES ASSISTANCE

During and after the warranty period, the consumer request post sales assistance for our products, through contacting:

SILAMPOS - Sociedade Industrial de louça Metálica Campos, S.A.

Rua das Cortinhas, 301 | 3701-906 Cesar PORTUGAL

Tel.: +351 256 850400 | servicoaconsumidor@silampos.pt

SOCIEDADE ANÓNIMA - CAPITAL SOCIAL 4 000 000 EUROS
N.º. ÚNICO DE MATRÍCULA NA CRC DE OAZ E NIF PT500409927