



Extended guarantee of 10 years on wine racks

Guarantee conditions

The following conditions, which describe the requirements and scope of our warranty service, do not affect the warranty obligations arising from the purchase contract with consumers. The statutory warranty period of 2 years applies to all items.

Our products are manufactured to the highest quality standards. For this reason, we offer you an extended warranty of 10 years on all our wine racks. Thanks to this special additional warranty, you will continue to have security even after the statutory warranty period has expired.

Warranty scope: The warranty covers damage and defects to our wine racks that can be proven to be due to a material and/or manufacturing defect. If you make use of the warranty, we reserve the right to choose whether to arrange a repair, deliver a replacement item, or refund the purchase price.

Exclusions: The extended warranty does not cover damage caused by the following:

- Normal wear and tear
- Incorrect installation or assembly
- Improper use
- Failure to follow operating or assembly instructions
- Failure to observe the recommended environmental conditions

Important safety information: Our wine racks are intended exclusively for use in rooms with a humidity level between 45% and 65%. Damage caused by storage or use in excessively damp cellars or rooms with higher humidity is not covered by the warranty.

Warranty conditions:

- Warranty services do not extend the warranty period nor do they start a new warranty period.
- The warranty begins on the date of delivery. The invoice serves as proof of warranty or purchase.
- In the event of a warranty claim, please enclose a copy of the original invoice and send the item to:

Vincasa UG
E. Schmitz Logistics
Richard-Klinger-Str. 11
65510 Idstein

Even after the warranty has expired, our service team is happy to assist you in finding quick solutions for any necessary repairs.

Vincasa UG
Hagenauer Straße 1
65203 Wiesbaden
Telephone: +49 611 50 400 400
Fax: +49 611 50 400 499
Email: info@vincasa.de

Safety information

For the stability of your wine racks please note the following aspects:

Even ground

Ensure an even ground. Smooth out uneven surfaces to prevent the wine racks from tilting.

Even load

Prevent uneven load such as too much weight on the top and vacancies at the bottom.

Fixings

Wine racks have to be fixed correctly. If you want to stack wine racks they have to be connected correctly. (Wall mounting kits can be found under the respective articles. Some wine racks, such as metal racks, have pilot holes for wall mounting)

We hope you enjoy using your wine racks.

Your wine rack plus team