



Extended guarantee of 10 years on wine racks

Guarantee conditions

The following conditions, that describe the requirements and the extent of our guarantee, do not affect the guarantee obligations of the contract of sale. All products have a statutory guarantee period of 2 years.

Our products are made with the highest quality standard. Therefore we are granting you an extended guarantee of 10 years on all our wine racks. Thanks to this special additional guarantee you will have security even after the statutory guarantee period has expired.

The guarantee refers to damages and defects of our wine racks that are verifiably based on material or manufacturing faults. If you make use of the guarantee we will decide whether to repair the product, send a replacement or refund the purchase price.

The extended guarantee does not include damages due to normal wear, incorrect installation, improper use, non-compliance of operating instructions or the safety information given below.

Guarantee services do not extend or renew a guarantee period.

The guarantee period begins with the date of delivery. The invoice applies as guarantee document and purchase receipt. In the case of a guarantee claim please include a copy of the original invoice and send the products to:

Promondo Verlag & Versand GmbH
Logistikzentrum
Richard-Klinger-Str. 11
65510 Idstein

Our service team will be at your disposal after the guarantee has expired to find a solution quickly and arrange for possible repairs.

Promondo Verlag & Versand GmbH
Hagenauer Straße 1
65203 Wiesbaden
Telefon: +49 611 99 18 60
Telefax: +49 611 99 18 699
E-Mail: info@promondo.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