



WARRANTY TERMS

Jøtul is a renowned manufacturer of high quality stoves and fireplaces with long service life, which has been on the market since 1853. We are so sure of our quality that we offer our customers an extended guarantee at no extra charge. Congratulations on your new fireplace from Jøtul!

1. Our guarantee covers:

Jøtul AS guarantees that the external cast-iron parts are free from defects in materials or manufacturing at the time of purchase. You may extend the guarantee on the external cast-iron parts to 25 years from the date of delivery by registering the product on jotul.com, and print out the extended guarantee card within three months of purchase. We recommend that the guarantee card be kept together with the receipt. Jøtul AS also guarantees that steel plate parts are free from defects in materials or manufacturing at the time of purchase for a period of 5 years from the date of delivery.

The guarantee applies on the condition that the stove has been installed by a qualified installer in accordance with applicable laws and regulations and Jøtul's installation and operating instructions. Repaired products and replacement items are guaranteed within the original guarantee period.

2. The guarantee does not cover:

- 2.1. Damage to consumables such as burn plates, fire grates, flue baffles, gaskets and similar as these deteriorate over time due to normal wear and tear
- 2.2. Damage caused as a result of improper maintenance, overheating, use of unsuitable fuel (e.g. of unsuitable fuel are, but not limited to driftwood, impregnated wood, plank offcuts, chipboard) or too moist / wet wood
- 2.3. Installation of optional extras for the purpose of rectifying local draught conditions, air supply or other circumstances beyond Jøtul's control
- 2.4. Cases involving alterations / modifications to the fireplace without Jøtul's consent or the use of non-original parts
- 2.5. Damage caused during storage at a distributor, transport from a distributor or during installation
- 2.6. Products sold by unauthorized sellers in areas where Jøtul operates a selective distribution system
- 2.7. Associated cost (e.g. but not limited to, transport, manpower, travel) or indirect damages

Pellets stoves, glass, stone, concrete, enamel and paint finish (e.g. but not limited to chipping, cracking, bubbling or discolouration and crazing) are applicable to the national legislation governing the sale of consumer goods. This guarantee is valid for purchases made within the territory of the European Economic Area. All guarantee inquiries must be addressed to your local authorized Jøtul dealer within a reasonable amount of time, which shall not be later than 14 days from the date on which the fault or defect first became apparent. See list of importers and dealers on our website.

Jøtul reserve the right to decline of any replacement of parts or service in the event that the guarantee is not registered online. This guarantee does not affect any rights under applicable national legislation governing the sale of consumer goods. The national complaint right applies from the purchase date and only in exchange for a receipt / serial number.