WARRANTY AND CLAIM UNDER WARRANTY

Warranty scope: 2 years from purchase of the product
Our products are designed and made with care and suitable for normal use of the product. By this we mean, that you use our product in the way and for the purpose we intended. If the product still needs to be installed, you should install it in the manner indicated on the packaging. If you have installed the product properly and used it in a normal way, elho guarantees that a product retains all its qualities for 2 years from the purchase of the product. However, normal wear and tear may occur through use of the product.

This guarantee means, among other things, that the product will not discolor from sunlight and will be frost-resistant for 2 years after purchase. But please note that water can expand in the event of frost, so make sure that a product such as a pot or rain barrel does not contain any water in frosty weather or put the product indoors in the event of frost. And frost resistance only applies to our outdoor collection and never to electrical products or products, which contain a battery.

Some products have a more extensive guarantee or a longer guarantee period. In that case, the different guarantee period is stated on the packaging or instruction manual of the product.

Claiming under warranty
If you have a complaint about the product, you can take the product back to the shop where you bought it. You can also contact Elho B.V. directly: https://www.elho.com/de/kontakt/

If you contact elho, please include at least the following information:
- Name
- E-mail address
- Phone number
- Which product it concerns
- Where you bought the product
- When you bought the product
- Proof of purchase (if still available)
- A description of the complaint
- Photos of the product, which clearly show the problem and enable elho to assess the complaint properly.

! Do not throw the product away as long as the complaint has not been settled. elho may ask you to send the product to us so that we can better investigate your complaint and/or improve our products.

Complaint justified: repair, replacement, refund (part of) the purchase price
If we consider the complaint justified, elho will decide at its sole discretion whether to repair or replace the product or refund (part of) the purchase price.