



Teppanyaki Products Warranty

Günter Bechtold GmbH warrants the purchaser in accordance with the following warranty obligation for new devices, in addition to and without limiting his statutory warranty rights with regard to the seller:



I. Duration and start of the warranty obligation

1. 24 months for Bechtold devices when used as a private person.
2. 12 months for Bechtold devices when used as a Professional.
3. The warranty period starts on the date of the sales invoice. If you register your appliance on the official Qookingtable BV / Cookndine / Günter Bechtold GmbH website within 10 days from the date of the purchase invoice, you will extend your warranty by 12 months (simply scan the QR-code shown on the right side of this paper with your mobile phone or type in **<https://der-heisse-fisch.de/produktregistrierung-en>** in your web browser). Warranty services and replacements under the warranty shall not have the effect of extending the warranty period.

II. Conditions of warranty

1. The device has been purchased through the authorised dealer or directly from Günter Bechtold GmbH.
2. The proof of warranty (i.e. the original of the invoice issued by the authorised first-time seller to the purchaser) must be presented.

III. Content and scope of the warranty

1. In the device shall be remedied free of charge within a reasonable period, either by repair or replacement of the parts concerned. Günter Bechtold GmbH shall bear the expenses necessary for this Defects purpose, such as transportation, travel, labour and spare parts costs. Any replaced parts or devices shall become the property of Günter Bechtold GmbH.
2. The warranty does not cover any claims for damages against Günter Bechtold GmbH, unless the authorised customer service commissioned by Günter Bechtold GmbH is wilfully or grossly negligent.
3. The supply of consumables and accessories is not included in the range of services.

IV. Limitations of warranty

The warranty shall not cover faults or defects that are caused by:

1. Incorrect set-up or installation, e.g. non-compliance with the valid safety regulations or the written usage, installation and assembly instructions of Günter Bechtold GmbH.
2. Improper use as well as improper handling or treatment, such as use of inappropriate detergents or chemicals.
3. External influences, e.g. transport damage, damage caused by shock or impact, damage caused by weathering or other natural phenomena.
4. Repairs and alterations performed by authorised customer services not trained by Günter Bechtold GmbH for this servicing.
5. The use of non-original Günter Bechtold GmbH spare parts, as well as accessories not approved by Günter Bechtold GmbH.
6. Current + voltage fluctuations which exceed or fall below the tolerance limits specified by the manufacturer.
7. Non-compliance with the maintenance and cleaning work as set out in the instructions for use.
8. Unauthorised opening of the heating elements and/or opening of the temperature control element shall lead to the immediate forfeiture of any warranty claim.

V. Privacy policy

Personal data shall be used solely for the purpose of processing the order and for possible warranty processing, taking into account the data protection requirements.