**Six-month return policy**

**for WC ceramics as part of Geberit WC systems**

The following six-month right of return ("**Right of Return**") is granted in addition to and does not affect the statutory liability for material defects and other guarantees of your contractual partner. The rights arising from the statutory liability for material defects can be claimed free of charge and independently of this Right of Return. They are not restricted by this Right of Return in any way.

The Right of Return is granted by [name of company, address] ("**Geberit**").

1. The six-month Right of Return is granted for the WC ceramics of the Acanto series ("**Product**") mentioned below if the Product is purchased and installed in connection with a Geberit concealed cistern as a WC system:



The Geberit concealed cistern or any other component(-s) purchased together with the Product are not covered by this right of return.

1. The Right of Return begins upon timely registration of the Product in accordance with Clause 5 a) and ends six months after the installation date ("**Return Period**"). In order to comply with the Return Period, it shall be sufficient if the notification of the exercise of the Right of Return pursuant to Clause 6 is sent before the expiry of the Return Period.
2. If the end customer is dissatisfied with the flushing performance of the Product, he can exercise his Right of Return within the return period.

If the end customer exercises his Right of Return, the Product will be removed and collected by a customer service agent commissioned by Geberit. Geberit shall then refund the end customer the purchase price for the Product (incl. VAT) shown in the installer's invoice less any discounts and other reductions granted by the installer. Reimbursement shall be made no later than [60-90] days from the date on which the Product was removed from the end customer's premises.

1. The end customer shall have no further claims against Geberit arising from this Right of Return. In particular, the end customer shall have no claim against Geberit for reimbursement of the costs of procurement, installation and assembly of any replacement product or other follow-up costs (e.g. for further conversion or renovation measures).

This Right of Return is limited to dissatisfaction with the flushing performance of the Product; however, this additional Right of Return does not apply in the event of dissatisfaction with other product features. The statutory liability for material defects and any guarantees remain unaffected.

1. Claims under this Right of Return are only valid under the following conditions:
   1. The Product has been registered by the end customer within 90 days, calculated from the date of installation, at www.geberit.[...]. A copy of the associated installer's invoice showing that the Product was purchased and installed in conjunction with a Geberit concealed cistern must be uploaded here;
   2. The Product has been installed and commissioned by a sanitary specialist company located in [country] or a customer service authorised by Geberit in compliance with all relevant regulations in accordance with the current rules of technology. The end customer can obtain an overview of the customer services authorised by Geberit on request from Geberit;
2. In order to assert the Right of Return, it is sufficient to notify Geberit in writing using the contact information provided on the Geberit homepage. The following information must be included in the notification as a minimum:
3. Name and address of the end customer who purchased and registered the Product
4. Model and serial number of the Product
5. Bank details of the end customer
6. The Right of Return only applies to consumers with domicile or habitual residence in [country]. A consumer is any person who enters into a legal transaction for purposes that are predominantly neither commercial nor self-employed.
7. The Right of Return only applies to Products installed in conjunction with a Geberit concealed cistern in [country].
8. The right of return is neither transferable nor heritable.
9. The right of return is governed by the substantive law of [country] substantive law. The United Nations Convention on Contracts for the International Sale of Goods is expressly excluded.