

## Warranty Terms for New Machines

by CNC-Multitool Sales GmbH & Co. KG

CNC-Multitool Sales GmbH & Co. KG (CakePortioner International) offers you as a buyer, in addition to your statutory warranty claims, a warranty according to the following provisions:

### I. Duration and Start of Warranty

1. The warranty covers the following periods:
  - a) 24 months for consumers for all CakePortioner models CP210W, CP310W, and CP510W when used as intended.
  - b) 24 months for commercial users for all CakePortioner models CP210W, CP310W, and CP510W when used as intended.
2. The warranty period begins on the purchase date of the device as per the purchase invoice.

### II. Conditions for Warranty

1. The device was purchased either through authorized dealers or directly through CakePortioner International.
2. Upon request of the customer service technician, proof of warranty (purchase invoice or completed warranty card) must be provided.

### III. Scope of Warranty

1. Defects in the device will be rectified within a reasonable period either through free repair or replacement of the affected parts. All transportation costs incurred are borne by the customer. Replaced parts or devices become the property of CakePortioner International.
2. The warranty excludes any further claims for damages against CakePortioner International unless the authorized customer service acts intentionally or with gross negligence.
3. The delivery of consumables and accessories is not included.

### IV. Exclusions from Warranty

The following defects or malfunctions are excluded from the warranty if they are attributable to the following:

1. Incorrect installation or setup, failure to observe valid safety regulations or written instructions for use, installation, and assembly.
2. Improper use, operation, or handling, such as cutting hard cakes and/or bases.
3. External influences such as transport damage, damage due to impact or collision, weather influences, or other natural phenomena.
4. Repairs and modifications by customer services not trained and authorized by CakePortioner.
5. Use of non-original CakePortioner spare parts or accessories not approved by CakePortioner.

6. Power and voltage fluctuations outside the tolerance limits specified by the manufacturer.
7. Failure to observe the maintenance and cleaning instructions provided in the user manual.
8. Wear and tear due to normal use, such as declining cutting performance due to an old cutting wire that needs to be replaced regularly according to the user manual.

## **V. Data Protection**

Personal data will only be used for order processing and possible warranty processing in compliance with data protection regulations.

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