

Your Commercial Guarantee Guide

The last thing you want to worry about is how to set up your new product. We always encourage you to thoroughly read all instructions and manuals present with the product thus you will familiarise yourself well with your latest purchase, however we are always just a ring away should need any advice.

Product and Customer details

Name and Surname: _____

ID: _____ **Tel:** _____

Term: ____ years from receipt date

Product code and Serial: _____

We guarantee your new purchase to be free from technical defects. Provided that product is used according to manufacturers instructions, for its intended use and that we are promptly informed of any defect on first sign of any problem we will resolve your claim with a repair or replacement according to the severity of issue and at company's discretion.

We don't cover claims caused by mishandling, negligence, normal wear and tear, corrosion, aesthetics, accidental damage, power surges of failure, poor water quality or supply, tampering and acts of God. Lifting devices are not covered under this guarantee and chargeable undergoing rate.

Products are to be maintained in general good condition and cared for properly during guarantee period.

Any extended warranty shall be covered by a dedicated guarantee form.

Liability is strictly limited to repair or exchange of the product or defective parts or any other remedies available to the consumer under the current Consumer affair act, Cap378 of the laws of Malta.

The commercial guarantee granted above is in addition and shall not affect your statutory rights.

The guarantee commencement date starts from date of invoice or installation date, if applicable. In case of delayed start up, delayed guarantee is possible only on certain products and if agreed prior to time of purchase. As a guideline, the latest date that a guarantee can be delayed is 1 year for large appliances and 6 months for small appliances. During this time the products are to remain sealed in their original packaging.

How to make a guarantee claim or seek after sales service?

In case of a **small domestic appliance**, kindly bring in your product together with **fiscal receipt** to our Customer Service Centre; details indicated below.

In case of a **large domestic appliance**, have your product invoice readily available and kindly contact our help desk; details indicated below, who will advise you on way forward. We will try to repair at source, if not we will find an alternative solution.

Customer Care Centre and Help Desk Details

Address: Valletta Road, Paola.

Opening hours: Monday-Friday 9.00am-12.30pm and 1.30-4.30pm, Saturdays from 9.00am-12.00pm.

Tel: 21 805805 / 21 809526

Email: info@crosscraft.com.mt

Website: www.crosscraft.com.mt