crosscraft evolves around you

2 + 3 YEAR BRAND WARRANTY YEAR FREE EXTENDED COVER

crosscraft evolves around you

Thank you for purchasing your appliance from CROSSCRAFT which includes a Crosscraft 36-month Extended Cover.

This booklet contains vital information regarding the product you just purchased, so please keep it in a safe place. You will need to present it each time you claim for eligible repairs to be performed on your appliances. The Crosscraft 36-month Extended Cover starts when the original manufacturer's 2 year warranty ends.
You can now relax in the knowledge that you are protected against most unforeseen repair expenses for the full duration of your Crosscraft 36-month Extended Cover

IMPORTANT

Your Crosscraft 36-month Extended Cover provides cover from the end of the second year up to the end of the fifth year following the purchase date or the technician's installation or the commissioning certificate in case of built in appliances, depending on your case. We encourage you to read carefully the terms and conditions contained in both the manufacturer's instruction booklet and this document and keep them in a safe place.

DEFINITIONS

The Company

"CROSSCRAFT" from whom you have purchased the appliance.

Beneficiary or Owner

You, the natural or legal person, owner of a Covered Good included under this cover, and who is entitled, where fitting, to the rights derived from this cover.

Covered Good

The one bought by the Beneficiary from a CROSSCRAFT outlet or an authorised reseller, inside the Maltese territory, used for private or domestic use, and which is included and listed in the Programme above mentioned.

Breakdown

Any unforeseen electrical, electronic or mechanical failure of the Covered Good, its components or appliances to perform its fundamental operation(s) in normal service, according to the manufacturer's specifications. The occurrence has to be inside the Maltese territory (Malta and Gozo islands).

Purchase Price

Means the price effectively paid as shown on the sales receipt or invoice, by the Beneficiary for the Covered Good, including Value Added Tax (V.A.T.).

CONDITIONS OF Crosscraft 36-month Extended Cover

a. This cover is not transferable to any subsequent owner of the covered Good.
b. The cover is included with the purchase of the covered Good.
c. The Extended cover Programme is not renewable.
d. In the event of a replacement of the Covered Good at any time, this cover will end immediately.

THE COVER

a. The Crosscraft 36-month Extended Cover, covers a mechanical or electrical breakdown that begins immediately after the expiry of the manufacturer's 2-year warranty and will end on the 5th year after the purchase date or the technician's installation or the commissioning certificate in case of built in appliances depending on your case.
b. Mechanical or electrical failure means the inability of a covered component to perform its intended purpose.
c. The cover includes the repair or replacement, including parts, labour and transportation (if necessary but excluding lifting services) of the Covered Good.
d. This Programme covers only new products purchased at a CROSSCRAFT outlet or authorised reseller.

ECONOMIC UNIT

a. Maximum claim liability.

The total amount of repairs or replacements carried out while this warranty is in force cannot exceed the Purchase Price of the covered good at the time of the purchase.

crosscraft evolves around you



crosscraft evolves around you

Months of maximum coverage compensation starting from the end of the 2nd year of warranty.

0 - 12	100%
13 - 24	80%
25 - 36	60%

1. Labour cost for the repair or replacement of the faulty or damaged parts.
2. The cost of the parts used to replace the faulty or damaged ones.
3. The replacement with an item of similar characteristics and quality in case the covered good is not repairable.
4. Transportation and technical visit at owner's home in case of a covered good weighing more than 10KG (if necessary). Custody or safekeeping expenses are not covered.
5. The total amount to be paid by The Company in case of replacement of the Covered Good will be the result of applying the following percentage to the aforementioned purchase price.

EXCLUSIONS

The following products, parts, situations, operations and causes of failure or breakdown to the covered good and its elements, are hereby expressly excluded:

1. Failures or elements not expressly included in the Manufacturer's Warranty certificate; those goods that have their manufacturer's warranty voided for any reason; any damage reimbursable under any insurance or warranty.
2. Any type of normal wear and tear such as lamps, capsules, rubber, exposed piping, and any other consumable or perishable component. Obsolescence, maintenance, cleaning, re-setting, clogging of filters, batteries of any kind, reservoirs, piping, exposition to weather and/or dust.
3. Breakdowns or failures due to the power source, electrical fluctuations, inadequate connection to the electrical network, adaptors, stabilizers, peak suppressors or other appliances, and those happened in generators or transformers in general.
4. Cost for the diagnosis, when the breakdown or failure is not covered under this warranty for any reason.
5. Breakdowns due to repairs, modifications, actions carried out by a technician non-authorized by the manufacturer or the Company or prior to the lodging of a claim under the terms and conditions of this policy, or blatant oversight of the instructions provided by the manufacturer.
6. Breakdowns of aesthetic or structural parts, such as the casing, frame or any decoration, scratches, dents or cosmetic damage that does not impede the proper functioning of the appliances.
7. Breakdowns of accessories or complements, such as remote control, adapters, battery chargers, transformers, external cables, buttons, handles,antennae, recipients, connectors, plugs, etc. or those caused by accessories not authorized by the manufacturer. And breakdown of glass, crystals, windows, lamps and light bulbs.
8. Failures caused by mishandling or inadequate use, ncluding but not limited to bumps or hits, moisture, liquids, heat or cold exceeding manufacturer indications, and voltage changes, aesthetic defects, corrosion, rust, caused by normal wear and tear or accelerated by environmental circumstances.
9. Accidents, damages external to the Covered Good itself, Acts of God, Natural disasters, War of any kind, military force insurrection, rebellion, usurped power or action taken by government authority, nuclear Hazard however caused or any other cause beyond the control of the Company.
10. Any Accidental Damage.

HOW TO CLAIM In the event of a failure, and always before any work is carried out on the Covered Good:
The owner must contact CROSSCRAFT Customer Service on 21805805. Claims are to be made within a maximum of 5 working days from the date of the breakdown's detection.

The beneficiary must provide the following documents:

- Original copy of the Covered Good's purchase receipt / invoice showing both product and cover purchase.
- Proof of the technician's installation and commissioning certificate in case of built in appliances, showing the make and model of the Covered Goods, as usually noted on the original invoice.