

Warranty terms

GAN® Brand Products

In accordance with Royal Legislative Decree 1/2007, of November 16, which approves the consolidated text of the General Law for the Defense of Consumers and Users and other complementary laws, all GAN® brand products have a legal guarantee of three (3) years from the date of the invoice. This warranty covers any defects in materials or manufacturing that affect the functionality of the product.

Claims for Defects

Claims related to defects in materials or manufacturing must be addressed to the authorized GAN® distributor (owner of the GANDIABLASCO GROUP® brand) where the product was purchased. It will be necessary to notify the problem and include clear photographs of the claimed defect, along with the corresponding invoice or purchase receipt.

Repair or Replacement

Once the incident has been reviewed and verified that the product has been used in accordance with the normal conditions of use and maintenance specified on the website, and that the lack of conformity is due to a manufacturing or material defect, GAN will determine the appropriate solution. This may consist of repairing or replacing the product at no cost to the consumer, or in a price reduction, depending on the magnitude of the defect and other factors.

Warranty Voidance

GAN will not assume responsibility for damages or defects resulting from causes beyond the manufacturing of the product, such as:

Permanent stains caused by chemical cleaning products

Catastrophic atmospheric events beyond GAN's control (such as fires, floods, or earthquakes)

Accidents, manipulations, or attempted repairs by unauthorized personnel

Inadequate storage

Damage occurring during transport, distribution, or delivery

Incorrect use or inadequate maintenance

Nor will it cover defects or imperfections resulting from normal use of the product, such as loss of color, changes in texture, loss of wool, loose threads, or wear due to friction.

Maintenance

Product cleaning should not be done with roller or brush vacuum cleaners, as they can damage the wool fibers. It is essential to follow the maintenance instructions available on the GAN website. GAN is not

responsible for damages or losses caused to people or property due to improper use or maintenance of the product.

Repairs and After-Sales Service

Outside the warranty period, or when it is voided by the aforementioned circumstances, the Technical Service may prepare a repair estimate, provided it is possible. In these cases, the round-trip transport costs will be borne by the customer. Both the repair amount and the shipping costs must be paid prior to the service being performed.