

Smart Electric Breast Pump

International Warranty

I. International Warranty for the Smart Breast Pump's electrical motor unit

- 1.1. Lola&Lykke Oy, Konepajankuja 1 00510 Helsinki ("Lola&Lykke") warrants to the end-customer who has purchased the new product from Lola&Lykke, its authorised distributor, or its authorised retailer, that the Smart breast pump's electrical motor unit will be free from defects in workmanship and materials for two (2) years, if utilized according to the intended purpose as described in the product information and provided that any and all operating and maintenance instructions are strictly adhered to.
- 1.2. This warranty is valid in the following countries and territories: the European Union, Iceland, Norway, Switzerland, the United Kingdom, the United States of America, Canada.
- 1.3. Consumable parts of the Smart breast pump are excluded from warranty.
- 1.4. The warranty period begins on the proven purchase date.
- 1.5. Lola&Lykke Smart breast pumps and most breastfeeding accessories are single-user items, and the products are intended for domestic and private use only.
- 1.6. The warranty does not affect any of your statutory rights as a consumer.

II. Warranty service

- 2.1. If you find your breast pump to be defective within the warranty period, contact the retailer where the product was purchased from, or if purchased from the online shop at <https://lolalykke.com/>, contact our Customer Service Team at info@lolalykke.com within the applicable warranty period to obtain warranty service authorisation.
- 2.2. Warranty is only claimable with dated proof of purchase. Warranty is only valid if the product has been utilized according to the intended purpose as described in the product information and all operating and maintenance instructions have been strictly adhered to.
- 2.3. For any warranty claim, evidence/proof of the claimed defect is required. Warranty claims are subject to evaluation by Lola&Lykke. After evaluating the reported defect or malfunction, Lola&Lykke's sole obligation under this express warranty shall be, at its discretion, to replace or repair the product or part(s) thereof, or in an instance the product is not available, to deliver a similar type of product.
- 2.4. Regarding product or product part(s) repaired or replaced under this warranty, Lola&Lykke provides a warranty for any repaired or replaced product or product part(s) for a period of ninety (90) days from delivery of the repaired or replaced product, or through the end of the original warranty, whichever is longer.

- 2.5. Return of the defective product is required, and all products or parts that are returned become property of Lola&Lykke.

III. Warranty exclusion

- 3.1. Products purchased from non-authorised retailers or distributors are not covered by this warranty.
- 3.2. Lola&Lykke will not be liable if the alleged defect or malfunction was caused by improper handling of the product. This is particularly applicable if it is found that the user instructions have been disregarded, the product has been used by multiple persons, or there have been attempts to repair, modify or service the product by another entity besides Lola&Lykke.
- 3.3. This warranty does not cover normal wear and tear, or alleged defects or malfunctions caused by excessive load, incorrect electrical voltage, or any other cause beyond the range of its intended purpose as well as by accident, fire, or other hazards, or other cause not due or attributable to Lola&Lykke.
- 3.4. This warranty does not cover physical damage to the product or malfunctions resulting from the use of the product in conjunction with any sort of ancillary or peripheral equipment. In such cases, there is no defect of the product itself.
- 3.5. Consumable pump parts and accessories are excluded from warranty.

IV. Governing law and place of jurisdiction

- 4.1. These Terms, the Lola&Lykke online shop and the transactions concluded through the online shop are governed by and construed in accordance with the laws of Finland, unless otherwise stipulated by the applicable mandatory law. This means any purchase of products through <https://lolalykke.com/> and any dispute or claim arising out of or in connection with it or any purchase from Lola&Lykke will be governed by Finnish law.
- 4.2. Countries within the European Union, Norway, and Iceland: all disputes arising out of or relating to these Terms, the Lola&Lykke online shop and the transactions concluded through the shop shall be primarily settled by negotiations between us. If the dispute cannot be resolved amicably between us, you can consult the consumer advisory services of the Finnish Competition and Consumer Authority (<https://www.kkv.fi/en/consumer-advice/>) and also seek the recommendation of the said authority's Consumer Disputes Board (<http://www.kuluttajariita.fi/en/index.html>). As a resident in the EU, Norway, and Iceland you may also consult the European Consumer Centre at your country of residence.
- 4.3. Countries outside the European Union (excl. Norway and Iceland): all disputes arising out of or relating to these Terms, the Lola&Lykke online shop and the transactions concluded through the shop shall be primarily settled by negotiations between us. If the dispute cannot be resolved amicably between us, all disputes arising out of or relating to these Terms, the Shop and the transactions concluded through the Shop shall be finally resolved by the district court of Helsinki, Finland, as the court of first instance.