

Warranty for Alinox coated grinding discs

We are proud to offer high quality coated burrs and stand behind the quality of our products. To provide you with additional security, we guarantee Alinox coated grinding discs in accordance with the following grinding discs and conditions:

80mm with article no. 80H072023

98mm with article no. 98H062023

Warranty period: The warranty for coated grinding discs is valid for a period of 1 year of installation but latest 2 years after their purchase

Defects covered: This warranty covers defects in the material and workmanship of the coated grinding discs. These include manufacturing defects, peeling of the coating and other defects not caused by improper use or normal wear and tear.

Making a warranty claim: To make a warranty claim, please send an email to info@helfezi.swiss with a photo of the front and back or call us on +41 44 867 5059. After receiving and checking the submitted documents, we will decide whether it is a warranty case.

Exclusions:

- It refers to a manufacturing defect or the coating peels off, but this is not possible
- Application of any liquid containing acid
- Grinding of a different nature than roasted coffee beans
- Violent damage

And or

- When grinding less than 10 tons of exclusively roasted coffee beans

And

- Fastening the grinding disc with our food-grade Torx screws class A4

In addition, the guarantee is excluded in the event of incorrect use (unrelated to the species), modification, incorrect installation, insufficient cleaning (at least once a month).

Any warranty claims can only be made by the buyer of the grinding disc. Any offsetting of warranty claims is excluded or must receive the written consent of Helfezi AG.

The warranty claim should be made in writing (by email) to info@helfezi.swiss with a photo of the front and back or by telephone on 044 867 5059.

In no case can Helfezi AG be held liable for damage or loss/loss of any kind or other compensation.

Place of jurisdiction: 8302 Kloten

Zurich-Airport, April 1, 2024