

I. Relationship to national law and purchase agreement

1. These PIZZAMASTER warranty conditions shall apply insofar as they do not conflict with the prevailing national laws and regulations regarding warranty terms.
2. This PIZZAMASTER manufacturer's warranty does not affect the rights the purchaser of a PIZZAMASTER product has towards the vendor because of the purchase agreement made between the two parties.

II. Warranty performance

1. Under the conditions of this warranty statement, PIZZAMASTER grants customers of a PIZZAMASTER product:
 - a) A warranty of two (2) years for spare parts and one (1) year for labor cost for new products, options, and accessories.
 - b) A warranty of one (1) year (spare parts and labor) on used products purchased from PIZZAMASTER's stock of demonstration models or similar stocks (unless otherwise explicitly agreed in writing), starting from the date of product installation on customer premises. Proof of the date of installation and the type of product are to be provided by the customer in the form of a written confirmation or installation invoice from the dealer or sales partner.
 - c) A warranty of ninety (90) days for spare parts.
2. Should defects occur within this warranty period that are not excluded from warranty coverage as per Section III, PIZZAMASTER shall, at its own discretion, remedy these defects free of charge through repairs, replacement of defective parts or replacement of the product. Parts or products replaced become the property of PIZZAMASTER.
3. This warranty is valid in all countries and can be claimed for products located in countries in which authorized PIZZAMASTER partners provide warranty services in accordance with the warranty conditions listed here.
4. The performance of warranty services does not result in the warranty period being extended or restarted.
5. Warranty services other than the ones mentioned above shall not be granted.

III. Warranty terms

1. Defects must be made known to PIZZAMASTER in writing within thirty (30) days after they become recognizable or the customer becomes aware of them. This is based on the date the report is received by the customer's local PIZZAMASTER service partner.
2. Warranty services are provided only if a copy of the vendor's original invoice or cash receipt is presented along with the product.
3. This warranty does not entitle the customer to free product inspections or maintenance. The warranty also does not cover wear and tear resulting from customer use of the product, nor defects in consumables and wearing parts that are to be attributed to normal usage or wear. Consumables and wearing parts include lamps and seals. Glass damage is also excluded from the warranty, as are defects arising due to calcification of the product.



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4. This warranty also does not cover product damage occurring because of,
 - a. Improper usage of the product, using it for purposes other than its intended purpose, or failure to observe the PIZZAMASTER operating and maintenance instructions and, insufficient cleaning and, or maintenance.
 - b. Improper installation or usage of the product in a manner that does not comply with the technical or safety requirements applicable in the country where the product is being used.
 - c. Repair attempts that are unprofessional, do not comply with PIZZAMASTER instructions, or are made by unauthorized third parties.
 - d. Third-party influence or force majeure (such as fire or water damage)
 - e. Cleaning and maintenance products other than the ones recommended by PIZZAMASTER.
5. The warranty shall be considered void if replacement or wearing parts other than original PIZZAMASTER parts are installed, or the device is repaired or opened by an unauthorized dealer, an unauthorized service provider, or the customer themselves, regardless of whether the repairs are performed professionally and according to instructions, and regardless of whether the defects are the result of these repairs.
6. The warranty shall not apply if the PIZZAMASTER installation checklist and installation manual are not followed, or if recommended maintenance and inspection cycles are not maintained. The same applies to defects attributable to the usage environment, for example from using dirty, corrosive water or electricity of incorrect current rating or voltage. All damage due to overvoltage is excluded from the warranty.
7. Should PIZZAMASTER, upon inspection of the device, determine that the defect in question does not entitle the customer to warranty claims, the costs of the PIZZAMASTER inspection are to be borne by the customer.
8. PIZZAMASTER assumes no liability for transportation costs or risks.

IV. Non-transferability

This warranty guarantee is provided exclusively to the original customer of the vendor who procured the products from PIZZAMASTER and is not transferable.

V. Limitation of liability

1. Pursuant to the conditions specified above, PIZZAMASTER undertakes only to maintain or replace products.
2. The express terms of this warranty statement are in lieu of all other warranties, express or implied, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose, all of which are hereby excluded to the fullest extent permitted by law. Notwithstanding anything else contained in this warranty statement, PIZZAMASTER shall in no event be liable for loss of profits or contracts or other indirect or consequential loss or damage (even if PIZZAMASTER has been advised of or should have foreseen, the possibility of such damages) whether arising from negligence or any other cause of action arising out of the subject matter of this warranty statement.



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VI. Place of jurisdiction, place of performance

1. This warranty statement shall be governed by and construed and enforced in accordance with the laws of Sweden.
2. Any dispute, controversy or claim arising out of or in connection with this warranty statement shall be finally settled by arbitration administered by the Arbitration Institute of the Stockholm Chamber of Commerce (the “SCC Institute”). The place of proceedings shall be Stockholm, Sweden. The proceedings shall be conducted in the English language. The arbitral tribunal shall be composed of a sole arbitrator.

VII. Final provisions

Should any part of this warranty statement be deemed invalid or inexecutable, it shall have no effect on the validity of the rest of the warranty statement.



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