

# International Warranty

Valid from 12/2022



## I. International Warranty

1. This limited international warranty ("Warranty") by Medela AG ("Medela") applies to Medela's electric breast pumps for personal use ("Products"). Medela warrants to the end-customer who has purchased a Product from Medela, its authorised distributor or its authorised retailer ("Customer"), that this product will be free from defects in workmanship and materials 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 respected. The Warranty period is one (1) year starting on the date of purchase ("Warranty Period"). The original sales receipt must be presented as proof of Warranty and ownership. The sales receipt must contain the date of purchase and the name and address of the seller. Besides, the Products must not be used by more than one person for hygiene reasons and because they are not designed for multiple-person use.
2. Medela's sole obligation under this express Warranty shall be, at Medela's discretion, to replace or repair the Product or part(s) thereof (in case the Product is not available, to deliver a similar type of product). In the event that the Product or part(s) thereof are repaired or replaced under this Warranty, in general, the Warranty Period will not be extended. Regarding Product or Product part(s) repaired or replaced under this Warranty, Medela 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. All Products or parts that are replaced become property of Medela.
3. This is an additional warranty free of charge. It does not affect any legal claims or rights of the Customer under national laws on the sale of consumer products.

## II. Obtaining Warranty Service

1. Customer has to contact the retailer where the Product was purchased from, any authorised distributor of Medela or the Customer Service Center indicated by Medela ("Medela Service Center") within the applicable Warranty period to obtain Warranty service authorisation. Medela shall have the right to charge an appropriate lump sum for additional costs for services under Warranty (customs and import duties, interchange and shipping fees, logistics and administration), if the country where the Warranty is claimed deviates from the country where the Product was originally purchased, Medela is entitled to make its Warranty services dependent on the actual settlement of these costs by the Customer.
2. Original dated sales receipt of the new Product by the Customer from Medela, its authorised distributor or its authorised retailer, return of the defective Product, and a description of the defect (incl. information on when the Customer has noticed the defect) will be required in order to obtain Warranty services.
3. The return of the defective Products will be at the risk of the Customer.

## III. Warranty Exclusion

1. Products purchased from non-authorised distributors are not covered by this Warranty.
2. Products purchased in the USA, Canada or Central America.
3. Medela shall not be liable if the alleged defect or malfunction was caused by Customer's or any other person's improper dealing with the Product. This applies, in particular, for the following actions:
  - improper handling in disregard of the instruction for use;
  - multiple-person use;
  - repair, modification or maintenance, etc. of the Product which is not carried out by a Medela Service Center;
  - improper transport.

4. This Warranty does not cover normal wear and tear or alleged defects or malfunctions caused by excessive load, incorrect 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 Medela.
5. 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 in the sense of this Warranty.
6. This Warranty does not apply if the Product is not registered and authorized for use in the country where the Customer uses the Product or if the Product does not function properly because it was not originally designed or manufactured for use in the country where the Customer uses the Product, which might occur when the Product is imported.
7. This Warranty is only applicable to Products and does not apply to any other Medela products like in particular, but not exclusively, manual breast pumps, hospital and healthcare products for professionals (including the breast pump Symphony or any of its preceding or succeeding models) as well as accessories (such as bottles, soothers, milk collectors, creams, nursing pads, etc.).

#### **IV. Governing Law and Place of Jurisdiction**

This Warranty shall be governed by the laws of Switzerland, excluding all conflict of laws principles and excluding the United Nations Convention on the International Sale of Goods dated 11 April 1980. The ordinary courts at the Medela registered office in Baar, Switzerland shall be competent. Medela shall, at its sole discretion, also be entitled to take legal action in the competent courts at the Customer's place of business or domicile.

---

Product category

.....

Name of product

.....

Article number

.....

Serial number

.....

**Warranty period**

.....

Date of purchase

.....

Customer information

.....

.....

Shop information



## Medela AG

Lättichstrasse 4b  
6340 Baar, Switzerland  
www.medela.com

## International Sales

Medela AG  
Lättichstrasse 4b  
6340 Baar  
Switzerland  
Phone +41 41 562 51 51  
www.medela.com

## United Kingdom

Medela UK Ltd.  
Huntsman Drive  
Northbank Industrial Park  
Irlam, Manchester M44 5EG  
United Kingdom  
Phone +44 161 776 0400  
Fax +44 161 776 0444  
info@medela.co.uk  
www.medela.co.uk

## Australia

Medela Australia Pty Ltd,  
3 Arco Lane,  
Heatherton, Vic 3202  
Australia  
Phone +61 3 9552 8600  
Fax +61 3 9552 8699  
contact.AU@medela.com  
www.medela.com.au

## Germany

Medela Medizintechnik  
GmbH & Co. Handels KG  
Postfach 1148  
85378 Eching  
Germany  
Phone +49 89 31 97 59-0  
Fax +49 89 31 97 59 99  
info@medela.de  
www.medela.de

## Austria

Medela Österreich GmbH  
Goldschlagstraße 172/4/3  
1140 Wien  
Austria  
Phone +43 720 310313 - 0  
Fax +43 720 310313 - 999  
info@medela.at  
www.medela.at

## Netherlands & Belgium

Medela Benelux BV  
Uilenwaard 31  
5236 WB 's-Hertogenbosch  
The Netherlands  
Phone +31 73 690 40 40  
Fax +31 73 690 40 44  
info@medela.nl  
info@medela.be  
www.medela.nl  
www.medela.be

## France

Medela France  
14, rue de la Butte Cordière  
91154 Étampes Cedex  
France  
Phone +33 1 69 16 10 30  
Fax +33 1 69 16 10 32  
info@medela.fr  
www.medela.fr

## Italy

Medela Italia S.r.l. a socio unico  
Via Turrini, 13/15  
40012 Calderara di Reno (BO)  
Italy  
Phone +39 051 72 76 88  
Fax +39 051 72 76 89  
info@medela.it  
www.medela.it