

## Warranty statement

We provide a **dealer warranty** for **the following products** we offer :

Thermo Soles, Thermo Soles 3D Wireless, Thermo Soles with external battery, Steri Dry, Thermo Gloves, Thermo Gloves Touch Screen, Thermo Ski Gloves, Mittens, Thermo Belt, Thermo Cape, Thermo Seat, Thermo Socks, Thermo Socks Set, Thermo Vest, Thermo Jacket, Thermo Slippers, Thermal underwear (underpants), thermal undershirt (undershirt), thermal hoodie (Undercoat cap), spare batteries

### Warranty conditions:

In addition to your statutory warranty rights, we offer a 2-year, 1-day guarantee on the advertised product. The guarantee period begins upon receipt of the goods (delivery date). Our guarantee is valid in all EU (European Union) countries.

Should material or manufacturing defects occur in the goods you have purchased during this period, we will, at our discretion, provide you with one of the following services under this warranty:

- free repair of the goods or
- Free exchange of the goods for an equivalent item

In the event of a warranty claim, please contact us as the warranty provider:

### Designed4inspiration GmbH

Feldgasse 34  
7072 Mörbisch  
Austria

By phone on +43 2685 20111

or by email to [office@thermosoles.eu](mailto:office@thermosoles.eu)

Warranty claims are excluded in the case of damage to the goods caused by

- normal wear and tear
- improper or abusive treatment
- Failure to observe any safety precautions

- Use of violence (e.g., blows)
- DIY repair attempts
- Environmental factors (heat, humidity, etc.)

To claim under the warranty, you must allow us to examine the product (e.g., by sending it to us). Please ensure that the product is securely packaged to prevent damage during shipping. The buyer is responsible for all shipping costs incurred when sending the product in for warranty service. Return shipping of the repaired or replaced item is free of charge. To claim under the warranty, you must provide proof of purchase and the date of purchase (e.g., a copy of the invoice) so we can verify that the warranty period has expired. We reserve the right to refuse warranty service without proof of purchase.

**Important note:** This dealer's warranty does not limit your statutory rights against us in the event of defects arising from the purchase agreement concluded with us, and you can exercise these rights free of charge. Any existing statutory warranty rights against us remain unaffected by this warranty promise.

This dealer warranty therefore does not infringe your statutory rights, but rather expands your legal position.

Should the purchased item be defective, you can always contact us under the statutory warranty, regardless of whether a warranty claim exists or the warranty is invoked.

Mörbisch, 1. Mai 2026