



V-ZUG service contract provisions

Services covered

During the term of this contract, V-ZUG Ltd will rectify faults on the V-ZUG appliances covered by this contract that occur during normal use of the appliance in Switzerland or the Principality of Liechtenstein.

The full service includes working time, travel time, replacement materials, advice during rectification of faults and the costs of the mandatory safety check after repair of the appliance. Repair costs resulting from incorrect use or foreign bodies and consequential damage (e.g. to refrigerated produce or laundry) are covered up to a maximum of CHF 500.00 once during the full term of this service contract. Replacement parts will only be billed separately from the end of the 12th year of operation.

Services that are not covered

Rectification of faults and damage caused by external influences, force majeure, intervention by third parties, over-use or misuse. Cosmetic repairs (e.g. baskets, etc.), periodic maintenance work and repairs to installations outside the appliances.

Term of contract and conclusion

This contract is valid for one year. At the end of each year, the contract will be automatically renewed for a further year, unless notice of termination is served in writing by one of the contracting parties before the end of the year. The maximum age of the appliances at the start of the contract is five years. If the contract is not concluded directly after the end of the warranty period, the minimum contract period will be three years. Contracts for automatic built-in coffee machines will end at the latest after the tenth year of operation.

Contract costs

The contract costs are calculated for each appliance (individual contracts) or for a group of appliances (collective contract) and apply for one year. The annual premium is billed at the start of the contract period and is payable net within 30 days.

Bulk discount (for individual contracts only)

Bulk discounts for several appliances covered by the same contract (shown on the premium invoice):

2-100 appliances 10%

101-500 appliances 12%

More than 500 appliances 14%

For washing machines and tumble dryers, the contract costs depend on the type of use. If exceptionally high repair costs are incurred under this service contract, V-ZUG Ltd may recommend replacement of the appliance on special terms.

Annual premiums for appliances that are not directly accessible by car (e.g. access by cable car, etc.) will be determined individually. V-ZUG Ltd may adjust annual premiums if wages and material costs rise. There will be no right to reimbursement of the premium if the contract is terminated.

Bonus system (for individual contracts only)

After the start of the contract, V-ZUG Ltd will grant a bonus of 5% of the net annual premium after two consecutive fault-free years. The bonus will increase by a further 5% for each additional fault-free year. The maximum bonus will be 25% (5x5%). If one or more faults occur in a contract year, the bonus will be reduced by 5% in the following year. However, the maximum premium per appliance will never exceed 100% (net annual premium). Any bonus will be deducted as a reimbursement in the bill for the following year's premium.

Place of jurisdiction

The sole place of jurisdiction shall be Zug, Switzerland.

Validity

These conditions are valid from 1 July 2023. Subject to change.