Warranty certificate

Warranty period **2 years** from delivery to the first buyer · Claims within **30 days** of finding a defect.

Manufacturer	
Company	**Nun Metal San. ve Tic. Ltd. Şti. (Korflame)**
Address	**Mimarsinan OSB, 19. Cd. No:28, 38050 Melikgazi, Kayseri, Türkiye**
Email · Web	**export@korflameglobal.com · korflameglobal.com**

Product	
Product type	**Bioethanol fireplace**
Brand	**Korflame**
Model and version	
Serial number	

Distributor / dealer — completed by the seller	
Company	
Address	
Phone	
Invoice date and no.	
Delivery date and place	

Seller stamp and signature

For the manufacturer · Signature

What is covered

- Defects in materials and workmanship that appear under normal use, when the product has been installed and operated according to this manual, including steel bodies, frames and welds, coated surfaces peeling or blistering, and bioethanol burners leaking from the fuel container.
- These conditions apply to Korflame products manufactured by Nun Metal San. ve Tic. Ltd. Şti. and sold outside Türkiye. They do not limit any rights the end user has under the consumer law of their country.
- For a valid claim, Korflame will, at its choice, supply the replacement part free of charge or repair or replace the product. Labour at the installation site and the costs of removing and reinstalling the product are not covered.
- Distributors and dealers handle warranty requests from their own customers and pass them to Korflame.

What is not covered

- Damage caused by use contrary to the manual, unsuitable fuel, falls or impacts.
- Glass breakage after delivery; normal discolouration of steel and paint caused by heat; ceramic wool, gaskets and decorative logs and stones.

How to make a claim

Email **export@korflameglobal.com** within 30 days of finding the defect, with the invoice or order number, the model and version, the delivery date, a description of the fault and photos or a short video. Keep the product and any defective part until the claim is closed. These conditions are governed by the laws of the Republic of Türkiye; where a distribution agreement sets different terms, the agreement prevails.