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	Electric 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 within **2 years from the date of delivery**, when the product has been installed and operated according to this manual.
- Covered parts include the housing and frame, the control board, the heater, the LED and flame-effect modules and the remote control.
- 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

- Glass breakage after delivery; scratches and impact damage to the glass and housing.
- Damage caused by an unsuitable power supply, voltage surges, moisture or water, falls or impacts.
- Overheating damage caused by covering the appliance or blocking the air inlets or outlet.
- Remote control batteries.

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.