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	**Wood-burning 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

- **2 years** from the date of delivery, against defects in materials and workmanship under normal use, provided the product was installed by a qualified installer and used according to this manual.
- Steel and cast bodies, fireboxes, hoods, welds and the lift-up door mechanism.
- 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 overfiring, unsuitable fuel (wet or treated wood, coal, waste) or use contrary to the manual.
- Damage caused by an unsuitable chimney, insufficient draught or fresh air, or installation that does not follow local regulations.
- Gaskets and seals, firebricks or vermiculite where fitted, ceramic wool; glass breakage after delivery; discolouration caused by heat.

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.