

CONDITIONS GENERALES DE VENTES TLR TRADING LLC



Terms & Conditions

TLR Trading LLC /BORA Terms and Conditions

Prices:

All the above appliances are intended for sale and usage in the UAE territories only.

All the above prices are in UAE Dirhams and include delivery to customer site, installation and commissioning of the appliances in the UAE only.

For Quotations, the above prices are applicable only during the validity of the Quotation and TLR Trading LLC reserves the right to change prices upon expiry of the Quotation.

The above prices are inclusive of 5% VAT.

The above prices do not include any other taxes or duties. In the event that such other taxes or duties are subsequently imposed by the government of the UAE before the appliances are delivered, the relevant amounts, as applicable by law, will be added to the above quoted prices and will be payable by the customer.

Payment Terms:

100% with 3% discount off

or

50% advance payment for order confirmation.

100% advance payment before delivery.

Bank details:

Account name : TLR TRADING LLC (Dubai Br.)

IBAN- AED : AExxxxxxxxx

Bank Name : xxxxxxxx

Bank Address : xxxxxxxxxx

Bank swift code : xxxxxx

Warranty:

1.Duration and validity:

1.1 The brand product standard warranty is valid for 36 months from the invoice date within the UAE only.

1.2 The BORA product standard warranty is valid only with the proof of purchase to TLR Trading LLC and the product/valid warranty certificate.

1.3 Repair of the appliance or the provision of spare parts does not extend the period of the warranty.

1.4 For purchasing an extended BORA warranty, please contact TLR Trading LLC for BORA CARE.

2 Conditions:

2.1 The BORA standard/extended warranty is only valid for one specific BORA appliance in each case and is nontransferable.

2.2 The service under the warranty would be provided by TLR Trading LLC only in UAE.

2.3 All usage instructions are detailed in the user manuals for all appliances which have to be read, understood, and observed by the customer at all times for the warranty validity to remain in force.



2.4 This warranty is applicable for domestic appliances / non-commercial use only.

3.Cover and range:

3.1 Appliance defects will be remedied free-of charge within a reasonable period either through repair or the replacement of the affected parts. All travel costs, call-out charges, labor and spares costs will be assumed by TLR Trading LLC UAE. Exchanged parts or appliances will become the property of TLR Trading LLC UAE.

3.2 Services within the framework of the warranty may only be carried out by service agents authorized by TLR Trading LLC UAE.

3.3 If the appliance is beyond economic repair or if repair is impossible, the customer will be provided with an identical or equivalent new appliance. If a new appliance with the exact dimensions cannot be provided because the item is discontinued, TLR Trading LLC will provide the next best solution and TLR Trading LLC will not be responsible for any furniture modification resulting from the dimension change. If the appliance is replaced, the remaining period of cover provided by the warranty is transferred to the new unit.

Address: Level 41, Emirates Towers, Sheikh Zayed Road, Dubai UAE PO - Box 31303
Web: www.trltrading.ae

VAT No. Xxxxxx

3.4 Consumables and accessories are not covered by this agreement.

4.Exclusions:

4.1 TLR Trading LLC will not bear the costs for repairs where a fault is due to the following:

- Improper installations performed by non-TLR Trading LLC authorized personnel.
 - Inadequate ventilation as specified in the user manual especially for cooling devices.
 - Non-compliance with relevant safety regulations and operating instructions.
 - Improper use and operation such as the use of unsuitable detergents or chemicals, overloading, tampering, physical damage, etc..
- and not following the instructions as per the user manual. (TLR Trading LLC is responsible for fixing manufacturing and operational defects only.)
- Fluctuations in power supply conditions which exceed the tolerances stated by the manufacturer.
 - Repairs or modifications not performed by service agents trained and authorized by TLR Trading LLC.
 - Intentional damage or damage caused due to negligence in usage of the product.
 - External factors such as damage caused through transportation, impact and jolting.
 - Damages caused through extreme environmental conditions or natural phenomena.
 - Failure to use genuine Miele spare parts authorized by TLR Trading LLC.
 - Parts subject to normal wear and tear as well as glass breakages, defective bulbs, etc...
 - Failure to perform cleaning and care work in compliance with the operating instructions.



•The warranty does not cover any further claims against TLR Trading LLC UAE, except in cases resulting from gross or willful negligence on the part of the technical service agent commissioned by TLR Trading LLC UAE or liability resulting from fatal injury or damage to health.

4.2 TLR Trading LLC will only bear repair costs carried out by TLR Trading LLC's own service staff. If, during a service visit, none of the faults can be found for which TLR Trading LLC is responsible according to this warranty, customers will be invoiced with call-out charges and labor costs.

5.Installation:

TLR Trading LLC is responsible for connecting the appliances to the required MEP outlets which should be prepared by the client as per the drawings of the BORA appliances provided in the annexures. This is applicable in UAE only and excludes any gas connections.

6.Product Continuity:

If a product is discontinued prior to an order being placed, TLR Trading LLC will offer a successor model with similar features.

7.Delivery Period:

Ex-stock subject to prior sales.

If an item is not available, the delivery period within the UAE would be 20-24 weeks after receipt of payment.

8.Storage Charges:

Customer confirms that they will accept delivery of the products within 3 months of order confirmation (payment of 100% advance).

In case of failure to receive the order, the appliances can be stored in our warehouse, at a cost of AED 10 per appliance per day.

Any corresponding storage costs will have to be paid prior to delivery.

9.Order Cancellation:

If a customer desires to cancel their order after making a payment, a cancellation fee of 50% of the paid amount will be deducted from the amount to be reimbursed; this applies to standard products. For customized products, cancellations are not allowed.

10.Exchange of Appliances:

After delivery, in case the customer requests for exchange/return of appliances, such exchanges/returns will only be accepted if

the items are still in original packing only and not use. Open items cannot be returned. Exchanges involving extra delivery are chargeable.

11.Use of Personal Data:

TLR Trading LLC will exercise utmost diligence to protect your personal data. Your data will only be used for the purpose of fulfilling this contract and for internal use. TLR Trading LLC will not pass on your details to third parties not acting for or on behalf of TLR Trading LLC.