

# Batavia 2 + 2 Extended Warranty Terms and Conditions

***Last Updated: January 9, 2025***

At Batavia, we are pleased to introduce our 2 + 2 Extended Warranty program. By registering your product online, you can receive an additional 2 years of warranty coverage, bringing the total warranty period to 4 years. Please read the following terms and conditions carefully to understand the details and exclusions of this extended warranty.

## 1. Eligibility

**1.1** The 2 + 2 Extended Warranty is available for Batavia products registered online within 14 days from the date of purchase.

**1.2** All Fixxseries products, batteries, chargers and accessories are excluded from the 2 + 2 Extended Warranty.

## 2. Warranty Period

**2.1** The standard warranty period is 2 years from the date of purchase.

**2.2** Upon successful registration, the warranty period is extended by an additional 2 years, resulting in a total warranty period of 4 years.

## 3. Registration

**3.1** To activate the 2 + 2 Extended Warranty, customers must register their product online at <https://bataviastore.com/pages/become-a-batavian-2-2-year-warranty> within 14 days of purchase.

**3.2** Customers must provide proof of purchase during registration.

## 4. Coverage

**4.1** The warranty covers all defects in workmanship and materials under normal use.

**4.2** The warranty is limited to the repair or replacement of defective products at Batavia's discretion.

## 5. Exclusions

**5.1** The following are excluded from the warranty coverage:

- Improper use, storage, or use of unsuitable operating materials.
- Damage due to lack of maintenance, care, or improper lubricants.
- Wear and tear that is normal or unusual in use.
- Non-observance of installation instructions.

- Products used for commercial, professional, or rental purposes.
- Any product with removed or altered identification marks (e.g., serial number).
- Damage caused by external influences (e.g., water, chemicals, physical shocks).
- Repairs attempted by unauthorized personnel.

## 6. Claim Process

**6.1** Warranty claims must be submitted before the expiry of the warranty period and within two weeks of defect detection.

**6.2** Products must be sent with proof of purchase and a description of the defect to an authorized Batavia service center.

## 7. Limitations

**7.1** The warranty does not cover incidental or consequential damages.

**7.2** Repairs or replacements under this warranty do not extend the original warranty period.

## 8. Transferability

**8.1** The 2 + 2 Extended Warranty is valid only for the original purchaser and is not transferable.

## 9. Newsletter Subscription

**9.1** Registering your product for the 2+2-year warranty will automatically subscribe you to the Bataviastore newsletter. If you choose to unsubscribe from the Bataviastore newsletter, your 2+2 Extended Warranty registration will become void. This is because your data is stored in a specialized system, and once your email address is removed, all associated information, including your warranty registration, will also be deleted.

## 10. Service

**10.1** For warranty service, contact the Batavia customer service team.

By registering your product, you agree to these terms and conditions. For detailed information, please refer to the user manual of your device or visit our website.

For further assistance, please contact Batavia customer service.