

## SERVICE & AFTER SALES IMPORTANT INFORMATION

### Dunavox wine coolers complies with the Ecodesign Regulation (EU) 2019/2019

If you have any complaints regarding the usage or functionality of your wine fridge, please contact our customer service via our website. <https://dunavox.com/page/home>

Alternatively, you can fill out a service registration form, and our customer service team will contact you within 48 hours.

To do so, please select your country on our website, then navigate to the **Service** menu and complete the form.

**Spare parts availability:** You can obtain functionally relevant original spare parts in accordance with the relevant Ecodesign Regulation (EU) 2019/2019 from our customer service for a period of at least 10 years from the date your device was placed on the market within the European Economic Area. To proceed the orders of the spare parts please do the following:

*Spare parts available to professional repairers and end-users at least the following spare parts: door handles, door hinges, trays and baskets for a minimum period of **seven years** and door gaskets for a minimum period of **10 year**, after placing the last unit of the model on the market;*

### Ordering process:

1. Certain spare parts available to public online, such as door handles, door hinges, shelves and door gasket can be purchased through the website.

**Click here: [Spare Parts](https://dunavox.com/products/collection/dunavox-spare-parts_28) - [https://dunavox.com/products/collection/dunavox-spare-parts\\_28](https://dunavox.com/products/collection/dunavox-spare-parts_28)**

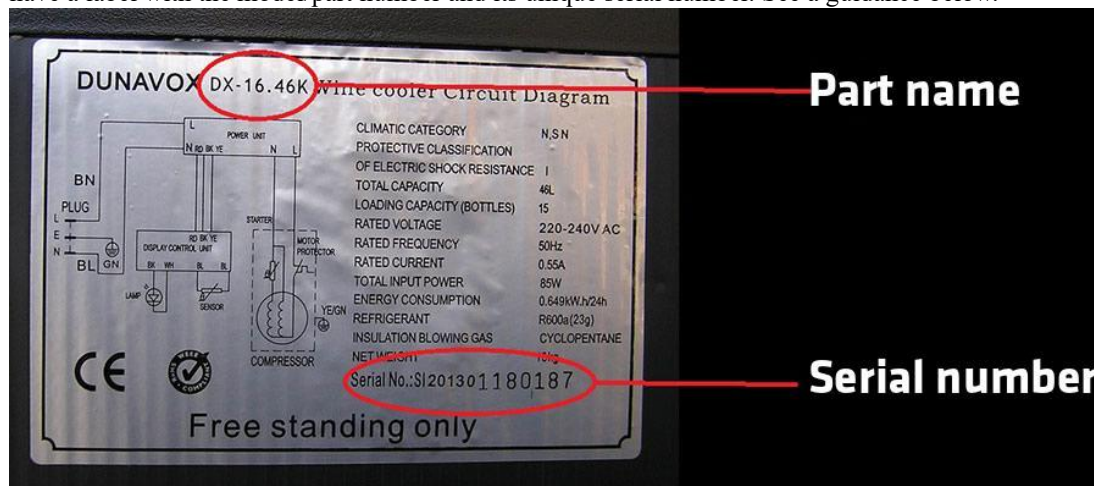
2. Spare parts that might be needed for repair can be obtained through our customer service. Follow the steps below

3. Choose the requested spare part for instance **temperature sensor**.

4. Start writing an email to this address: [service@dunavox.com](mailto:service@dunavox.com)

5. Email subject: Spare part request

6. Add the model number to the email. Part number can be checked on the appliance. All Dunavox wine coolers have a label with the model/part number and its unique serial number. See a guidance below.



7. Add your shipping and billing address to the email.

8. Let's summary the to do list. Determine what spare part you need, check the model number of your appliance, write an email to [service@dunavox.com](mailto:service@dunavox.com) with the requested spare part name, model number, your shipping and billing address.

9. After-sales team of Dunavox shall reply within **2 business days**. After-sales team is available between Monday to Friday 09:00-16:00.

10. Requested spare part shall be dispatched within **2 business days** upon a payment has been completed.

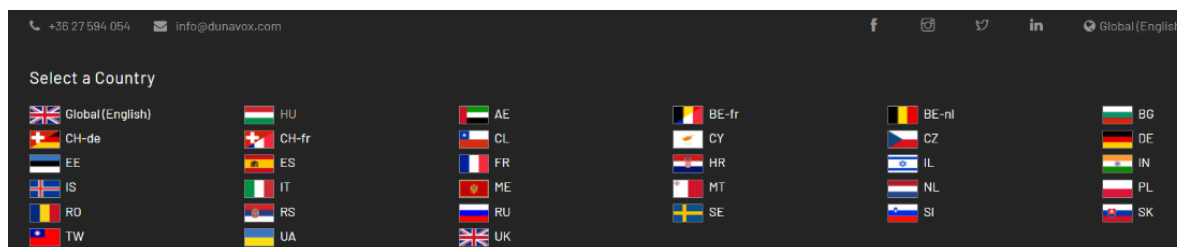
11. Spare part orders are completed within **15 working days** after having received the order.

**Repair:** The appliance may only be repaired by an authorized service center. Any modification, alteration, or unauthorized repair will result in the loss of warranty. If the appliance malfunctions or you notice any irregular operation, please contact your reseller or visit our website (<https://dunavox.com/page/home>) to find the contact details of the authorized reseller in your country.

### Find your official reseller:

1, Visit our website: <https://dunavox.com/page/home>

2, Click on 'Global (English)' in the top right corner of the screen, then select your country from the list.



**Service documentation availability for professional repairers:** Service documentation is available to service companies upon request. Dunavox reserves the right to the professional repairer has technical competence to repair refrigerator appliances and complies with the applicable regulations for repairers of electrical equipment in the Member States where it operates. Reference to an official registration system as professional repairer, where such system exists in the Member States concerned, which should be accepted as proof of compliance with this point. Dunavox checks the given documentation and accepts or refuses the request within **5 working days**.

When the authentication process is finished and the requester has been approved as a professional repair company, Dunavox provides the requested documentation within **1 working day**.

### How to request repair and service documentation as a professional repair company:

1. Visit the following website to sign up: [Partner sign-up](#)
2. Fill in the registration form
3. Dunavox After-Sales team is going to contact the requester within **2 business days** to start the authentication process.
4. Dunavox After-Sales team might request proof from the requester that demonstrate the company is authorized to perform professional repair services,
5. Dunavox After-Sales team is going to accept or refuse the request within **5 business days**.
6. Once the authentication process is complete and has been accepted, Dunavox After-Sales team provides the requested documentation within **1 working day**.
7. **Dunavox reserves the right to notify the applicant company that the requested document contains commercially sensitive information. Therefore, its disclosure or publication to any third party is strictly prohibited and may result in legal action**

Importer and brand owner is Dunavox

### Company details

**Name:** Dunavox Kft

**Headquarters:** Hungary, 2151 Fót, Fehérkő út 8/b

**Website:** <https://dunavox.com/page/home>

**Contact:** [info@dunavox.com](mailto:info@dunavox.com)