

Contact information and service procedures for Customer Care

This document outlines the customer care routines and procedures for the De'Longhi Group which includes the brands De'Longhi, Kenwood, Braun Household products and Nutribullet. It is valid for the Nordic region which includes Denmark, Finland, Norway and Sweden.

There are multiple ways to handle customer care cases, depending on the type of issue and the type of product. The general warranty conditions and the different ways to handle customer care cases are described in this document.

General product questions

End consumer which has bought a De'Longhi group product are always welcome to reach out to our contact center if they have any questions or problems with their product. Contact details for the specific countries and brands are available in this document and on our websites.

General Warranty conditions

- The normal warranty period is 24 months from the date of purchase. There are products that is offered longer warranty and sometimes extended warranty are offered during time limited campaigns. The details for extended warranty are found on our websites and campaign sites.
- The consumer protection laws in certain countries may offer the consumer the possibility to claim that the products should be repaired also after the normal 24-month warranty period. De'Longhi group adheres the local legislations, please contact our local service partner or our contact center if there are questions for warranty period inquiries.
- De'Longhi group in the Nordic region offer a Dead On Arrival (DOA) period of 14 calendar days from the date of purchase. To qualify for DOA handling, the issue must to be reported within 14 calendar days in Xpos or alternatively to a service partner or our contact center.

Missing or defective accessory

In many cases, missing or accessory defective accessories do not require repair or credit. Both the store and the end consumer can contact our local service partner or our contact center, and they can arrange direct shipment of the replacement accessory to the end consumer. This applies for both high and low value products. Missing or defective accessory is not valid grounds for a product credit during the DOA period; instead the accessory will be replaced.

Repair and credit routines

The De'Longhi Group's policy prioritizes products repairs to minimize waste and environmental impact, provided that it is economical feasible,

Service routines vary based on whether the product is classified as a low-cost or a high-value product. Low-cost products are deemed uneconomical to repair and are handled through the credit claim system Xpos. This system is integrated with eXchange and LogiqRMA, enabling credit claims in those systems as well. Refer to the Xpos section in this document for more details on how to create a credit claim.

The threshold between a low-cost and a high-value product is today approximately 1000 SEK/NOK/DKK and 100 EUR in retail price; but this may vary a little depending on the product type and how much it would cost to repair the product. Only if a product is defined as a low-cost product will it be possible to request a low-cost credit in Xpos.

High-value product should always be sent to a service partner for repair, but also when the product should be credit within DOA or for other reasons. Credit requests due to DOA on high-value products should first be created in Xpos, it will however be required to be sent into a service partner. High value products need to be verified as defective by a service partner before they can be approved for credit. Once our service partner has confirmed, you will be notified that the credit is approved.

Repairs of a defective product should be completed within a reasonable timeframe. If the repair exceeds 10 working days, a credit may be requested instead of repair. In such cases, please contact the service partner handling the repair. You may be asked to create a credit claim in Xpos by the service partner. The service order with the explanation from the service partner why the product should be credit should be attached to the credit claim for the claim to be approved.

The service partners also handle out of warranty repairs due to age/time from purchase of the product or when the issue is caused by end consumer misuse. The end consumer is responsible for the cost of out of warranty repairs. Questions about out of warranty repairs and the cost for them should be directed to the service partners.

Repair of high value products

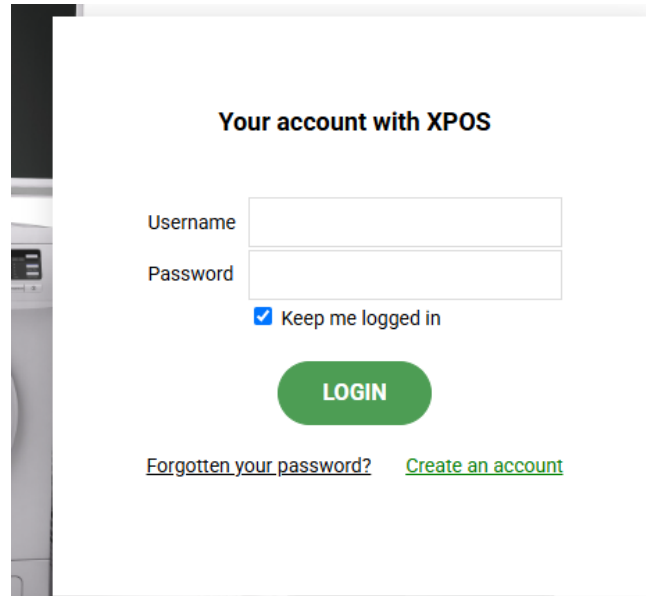
High-value products requiring service are sent into a service partner for repair and then returned back to the store or end consumer. Please note that some issues can be solved by replacing a spare part or an accessory, eliminating the need for service. Reach out to our contact center or the service partner before sending a product for service if you are uncertain if the issue can be solved by replacing a spare part that the end consumer can exchange by themselves.

The product that are sent in for service must be registered with the service partner before shipment, refer to the service partner information in this document for details.

Create a credit claim in Xpos

When a credit claim should be created, it should be registered at the website: xpos.eu

- If you already have an account, you should now be able to add “DeLonghi” as a supplier. If not, please create an account as per below.

A screenshot of the XPOS login page. The page has a white background with a light gray border. At the top, it says "Your account with XPOS" in bold black text. Below this, there are two input fields: "Username" and "Password". To the right of the "Password" field is a checkbox labeled "Keep me logged in" which is checked. Below the input fields is a green button with the word "LOGIN" in white capital letters. At the bottom, there are two links: "Forgotten your password?" in blue and "Create an account" in green.

- Once “De’Longhi” is added as a vendor, claims can be create by entering the product name or EAN.
- To complete the credit claim you need to attach a copy a valid receipt and an error description.
- Claims will be reviewed for approval, rejection or request to send the product to a service partner for validation, analysis or repair. Approved claims will result in a credit note.
- Credit notes of accepted claims will be sent monthly.
- In Xpos there will also be two credit alternatives for the high value product.
 - DOA: For defective products returned within 14 days of the purchase you can make a claim for DOA. The registration process is the same as for low-cost, but these products will in most cases get a request to be sent into our service partner for analysis. This information you will receive through Xpos. notified that a credit will be made.
 - Repair Repeat: Selected if the product has been repaired at least two times before this occasion. Previous service reports should be uploaded in Xpos to support the credit request.
- The low-cost product will also have the “low-cost” credit option.
 - Make sure to keep the defective low-cost product until the claim is approved and closed.
 - In some cases, you may be asked to send in the product for analysis before approval.
 - Once the case is approved and closed, you may discard and recycle the product.

Contact information Denmark

Service Partner

- **Centalservice i Osby AB**
- Website: www.centalservice.se/index.php?language=dk
- Registration of service: <https://centralservice.nu/dk.php>
- Email: info@ocsab.se
- Phone: +46 479 130 48

Contact Center / Product questions and support

- **De'Longhi**
- www.delonghi.com/da-dk/contact-us
- Phone: +45 71 74 73 70
- Email: support.delonghi.dk@delonghigroup.com

- **Kenwood**
- <https://www.kenwoodworld.com/da-dk/contact-us>
- Phone: +45 71 74 73 70
- Email: support.kenwood.dk@delonghigroup.com

- **Braun**
- <https://www.braunhousehold.com/da-dk/contact-us>
- Phone: +45 71 74 73 70
- Email: support.braun.dk@delonghigroup.com

- **Nutribullet**
- <https://www.nutribullet.com/da-dk/contact-us>
- Phone: +45 71 74 73 70
- Email: support.capitalbrands.dk@delonghigroup.com

Xpos and credits inquires

- Email: dl.scandinavia.aftersales@delonghigroup.com

Contact information Finland

Service Partner

- **AIDE Europe Oy**
- Website: www.aide.fi/
- Registration of service: www.aide.fi/index.php?type=1040
- Email: info@aide.fi
- Phone: 010 321 5089

Contact Center / Product questions and support

- **De'Longhi**
- www.delonghi.com/fi-fi/contact-us
- Phone: 09 3158 2156
- Email: support.delonghi.fi@delonghigroup.com

- **Kenwood**
- <https://www.kenwoodworld.com/fi-fi/contact-us>
- Phone: 09 3158 2156
- Email: support.kenwood.fi@delonghigroup.com

- **Braun**
- <https://www.braunhousehold.com/fi-ficontact-us>
- Phone: 09 3158 2156
- Email: support.braun.fi@delonghigroup.com

- **Nutribullet**
- <https://www.nutribullet.com/fi-fi/contact-us>
- Phone: 09 3158 2156
- Email: support.capitalbrands.fi@delonghigroup.com

Xpos and credits inquires

- Email: dl.scandinavia.aftersales@delonghigroup.com

Contact information Norway

Service Partner

- **ServiceCompaniet AS**
- Website: www.servicecompaniet.no/
- Registration of service: www.servicecompaniet.no/Service/Create
- Email: info@servicecompaniet.no
- Phone: +47 23 89 72 66
- **Conmodo AS**
- Website: www.conmodo.com/
- Registration of service: <https://service.conmodo.com/wicket/page?3#ChooseBrand>
- Email: kundeservice@conmodo.com
- Phone: +47 955 10 014

Contact Center / Product questions and support

- **De'Longhi**
- www.delonghi.com/nb-no/contact-us
- Phone: +46 8 20 52 70
- Email: support.delonghi.no@delonghigroup.com
- **Kenwood**
- <https://www.kenwoodworld.com/nb-no/contact-us>
- Phone: +46 8 20 52 70
- Email: support.kenwood.no@delonghigroup.com
- **Braun**
- <https://www.braunhousehold.com/nb-no/contact-us>
- Phone: +46 8 20 52 70
- Email: support.braun.no@delonghigroup.com
- **Nutribullet**
- <https://www.nutribullet.com/nb-nocontact-us>
- Phone: +46 8 20 52 70
- Email: support.capitalbrands.no@delonghigroup.com

Xpos and credits inquires

- Email: dl.scandinavia.aftersales@delonghigroup.com

Contact information Sweden

Service Partner

- **Centalservice i Osby AB**
- Website: www.centalservice.se/
- Registration of service: <https://centralservice.nu/sv.php>
- Email: info@ocsab.se
- Phone: +46 (0)479 130 48

Contact Center / Product questions and support

- **De'Longhi**
- www.delonghi.com/sv-se/contact-us
- Phone: +46 (0)8 20 52 70
- Email: support.delonghi.se@delonghigroup.com

- **Kenwood**
- <https://www.kenwoodworld.com/sv-se/contact-us>
- Phone: +46 (0)8 20 52 70
- Email: support.kenwood.se@delonghigroup.com

- **Braun**
- <https://www.braunhousehold.com/sv-se/contact-us>
- Phone: +46 (0)8 20 52 70
- Email: support.braun.se@delonghigroup.com

- **Nutribullet**
- <https://www.nutribullet.com/sv-se/contact-us>
- Phone: +46 (0)8 20 52 70
- Email: support.capitalbrands.se@delonghigroup.com

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