



RUBI TOOLS GROUP, S.A. and its subsidiaries (hereinafter "**RUBI Group**") is confident in the excellence of its products and therefore offers a warranty that reflects its commitment to provide high performance tools and machinery, ensuring the satisfaction of our customers (hereinafter "**the Warranty**"). This document sets out the applicable general warranty conditions and is written to comply with international, European and national consumer protection regulations, including the United Nations Guidelines, Directive 2019/771 of the European Parliament and of the Council, as well as national consumer protection laws in the countries where we operate. This document is originally written in Spanish. In the event of any discrepancy or interpretation, the Spanish text shall prevail over any translation. These terms and conditions shall be governed by and construed in accordance with Spanish law, and any dispute shall be submitted to the jurisdiction of the Spanish courts, unless an applicable mandatory rule provides otherwise.

1. WARRANTY SCOPE

This express warranty covers all products manufactured and marketed by RUBI Group.

The purchaser, by purchasing any product from RUBI Group acknowledges and agrees that the conditions and warranties set forth herein are the only valid and enforceable conditions and warranties. There are, therefore, no implied warranties other than those expressed herein and any implied warranty of merchantability or fitness for a particular purpose that is inconsistent with the express warranty described herein is disclaimed.

This warranty does not apply to the sale of products to natural or legal persons who purchase the product for resale or rental.

2. WARRANTY PERIOD

The general warranty period for all our products is THREE (3) years from the date of purchase. However, this period may be extended to FOUR (3+1) or FIVE (3+2), as indicated on the packaging or in the catalogue of each specific product. To benefit from this extended warranty, it is essential that the product is registered on the corresponding website or application within thirty (30) days from the date of purchase.

The warranty period shall begin on the day of the date indicated on the original purchase receipt.

3. REGISTRY

To register your product and activate the warranty extension, you must do so through our website www.rubi.com/en/club or through the free application CLUB RUBI. During the registration process, you will be asked to declare your agreement to the storage and use of the data provided, in accordance with our privacy policy. This declaration is required to complete the registration.

You should print or save the proof of registration, which will be required in case you need to use the extended warranty in the future.

4. TERRITORIAL SCOPE OF APPLICATION

These general warranty conditions shall apply in all those countries in which RUBI Group markets its products, without prejudice to local public order regulations which shall continue to apply. In any case, consumers will continue to enjoy the rights granted to them by the laws and regulations of their own country, and these conditions will not limit or alter those rights.

5. WARRANTY COVERAGE

- 5.1. This guarantee consists solely and exclusively of the repair or replacement, free of charge, within a reasonable period of time, of products that have been recognised as defective, either due to defects in their materials or in their manufacture, which have occurred within the warranty period.
- 5.2. In order to claim under warranty, the consumer must present or send the product together with the original purchase receipt, stating the date and description of the product, to RUBI Group's authorised technical support service, a list of which can be found on our website www.rubi.com/en/after-sales-service.
- 5.3. The request for a warranty must be made within the warranty period stated in these terms and conditions.
- 5.4. RUBI Group will decide whether to repair or replace the defective product, as it deems most appropriate to ensure the best possible solution for the consumer.



- 5.5. Repairs and spare parts will have a warranty period of SIX MONTHS, counting from the date of repair.
- 5.6. After repair or replacement of the product or its defective components, the parts removed and the original product replaced shall become the property of RUBI Group.
- 5.7. In order to make use of the extended warranty provided for in clause 2 for registered products, it is essential to present proof of registration, either in printed or digital format. However, RUBI Group reserves the right to consult and validate the registration to verify the extension of the warranty.
- 5.8. Use of the after-sales service shall not extend or renew the warranty period of the product.

6. EXCLUSIONS

The Warranty does not cover:

- 6.1. The repair or replacement of products or parts that are damaged, worn or show signs of wear and tear in the normal course of normal use, except if these defects have been reported to the authorised technical service of RUBI Group within THIRTY (30) days from the date of purchase of the product as stated on the purchase receipt and it is not a question of abusive use.
- 6.2. Any product considered as consumable and/or wear and tear unless it is brand new and unused.
- 6.3. Defects caused by non-observance and/or non-compliance with the instructions for use and operation of the product, or applications not in accordance with the intended use of the product.
- 6.4. Defects caused by abnormal environmental factors, unusual operating conditions, overloading of the product or improper maintenance or cleaning.
- 6.5. Defects in the products derived from the use of accessories, complements or spare parts that are not original RUBI Group products.
- 6.6. Products that have been repaired, manipulated or modified by persons other than RUBI Group authorised service technicians.
- 6.7. Products that are presented or shipped totally or partially disassembled.
- 6.8. The defects of the products, non-existent at the time of delivery.
- 6.9. Minor irregularities in the condition of the product that do not affect the proper use of the product and do not seriously affect its value.
- 6.10. Indirect, incidental and/or unforeseeable damages, as well as loss of profit (loss of earnings) from the use of the products.