

OUR COMMITMENT TO SERVICE AND WARRANTY

Statement Regarding Bill 29 (Quebec)

We are committed to provide high quality service and support to our customers across Quebec with speed, care, and respect. We also stand firmly behind the terms and conditions of our product warranties. These are designed to ensure fairness, transparency, and the highest standards of product performance.

In light of Bill 29, we want to reassure our customers that we fully comply with consumer protection laws and continue to offer timely and professional support. However, it is important to note that our ability to provide certain services—such as free repairs, replacements, or refunds—is governed by our limited product warranty coverage and the nature of the issue involved.

In accordance with the new requirements of Bill 29, we wish to inform you that we are currently unable to guarantee the availability of replacement parts, repair services, or the information required to maintain or repair products. However, this does not necessarily mean these elements are unavailable.

To support Quebec residents, we have created the following dedicated web pages where this information will be made available:

<https://ca.asko.com/customer-care-support/warranty>

This also include our Customer Service phone number 1 (800) 561-7265, and we encourage Quebec consumers to reach out to us directly to explore available solutions. Bertazzoni is committed to reviewing each situation individually and providing the best possible support in accordance with applicable laws