



# OUR COMMITMENT TO SERVICE AND WARRANTY

## Statement on Bill 29 (Quebec)

At Bertazzoni, we are proud to deliver high-quality service and reliable support to our customers throughout Quebec. We recognize how essential dependable home appliances are, and we remain dedicated to helping our customers with efficiency, professionalism, and care.

We also stand by the terms and conditions of our warranties, which are designed to promote transparency, fairness, and top performance standards for our products.

In response to the requirements of Bill 29, we want to assure our customers that Bertazzoni is fully compliant with applicable consumer protection legislation and continues to provide prompt and professional assistance. However, please note that our ability to offer certain services—such as complimentary repairs, replacements, or refunds—is subject to warranty coverage and the specific nature of the issue.

In line with the obligations introduced by Bill 29, we must inform you that Bertazzoni is currently unable to guarantee the availability of replacement parts, repair services, or the technical information needed to service or maintain products. That said, this does not necessarily mean that such elements are unavailable.

To support Quebec residents, we have created the following dedicated web pages where this information will be made available:  
<https://bertazzoni-appliances.ca/en>

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.