

**TERMS AND CONDITIONS OF THE SUPPLEMENTARY CONTRACTUAL WARRANTY**  
**10-year warranty on the Mignon engine**



Conti Valerio S.r.l., an Italian company with registered office in Sesto Fiorentino, 50019 – FI, Via Luigi Longo No. 39/41, tax code, VAT number and registration number with the Florence Companies' Register 03094860487, REA No. 301141, represented by its pro tempore legal representative (hereinafter “CV”).

**WHEREAS**

1. CV is an Italian manufacturer of high-end coffee grinders, sold on the international market;
2. CV intends to offer its customers a contractual extension of the statutory warranty covering the operation of the coffee grinders under the terms set forth below;
3. by means of this document (hereinafter the “**Supplementary Warranty**”), CV intends to regulate the terms and conditions for the contractual extension of the statutory warranty.

**NOW, THEREFORE**

**Article 1 – Subject of the Supplementary Warranty**

1.1. Without prejudice to the provisions set forth in Articles 1490 et seq. of the Italian Civil Code, Legislative Decree No. 206/2005, and the general terms and conditions of the contractual warranty, CV offers a Supplementary Warranty under the terms described in this document.

1.2. The Supplementary Warranty is non-transferable, non-negotiable, and may not be assigned to third parties.

**Article 2 – Conditions for the Applicability of the Supplementary Warranty**

2.1. 2.1. The Supplementary Warranty applies to models equipped with a single-phase Eureka electric motor (hereinafter the “**Eureka Motor**”) listed in Annex 2.1. § 1 – **Guaranteed Models** manufactured from fiscal week No. 23 of the year of production '25. This information can be determined from the product's “Serial Number” according to the table provided below for illustrative purposes only.

| <b>SERIAL<br/>NUMBER.</b> | <b>ID.</b> | <b>Color.</b> | <b>Year<br/>of<br/>production.</b> | <b>Production<br/>week.</b> | <b>Progressive</b> |
|---------------------------|------------|---------------|------------------------------------|-----------------------------|--------------------|
| NC10125364529             | NC         | 101           | 25                                 | 36                          | 4529               |

2.2. The Supplementary Warranty applies to the Guaranteed Models purchased and delivered within the territories indicated in Article 2.1. § 2 – **Territory**.

### **Article 3 – Scope of the Supplementary Warranty**

3.1. The Supplementary Warranty covers all defects of the Eureka Motor attributable to faults or non-conformities in materials or workmanship (hereinafter, “**Defects**”).

### **Article 4 – Exclusions from the Supplementary Warranty**

4.1. In ogni caso, la Garanzia Supplementare non sarà efficace qualora i Vizi siano riconducibili a:

- (i) use not in accordance with domestic purposes;
- (ii) failure to comply with the instructions for correct assembly and use;
- (iii) use of non-original accessories or spare parts;
- (iv) repairs carried out by personnel not authorized by CV;
- (v) fire;
- (vi) use of incorrect electrical power supply,
- (vii) incorrect installation;
- (viii) willful or negligent conduct by the end user, including, by way of example and not limitation, operating the coffee grinder without placing coffee in the hopper.

4.2. The Supplementary Warranty is granted to the first purchaser of one of the Guaranteed Models (hereinafter, the “**CV Customer**”).

4.3. The Supplementary Warranty does not apply in the case of purchase of used models.

4.4. The Supplementary Warranty is valid exclusively within the territory of the country in which the owner purchased one of the Guaranteed Models.

### **Article 5 – Duration of the Supplementary Warranty**

5.1. The Supplementary Warranty has a duration of::

- (i) 8 (eight) years in addition to the 24 (twenty-four) month statutory warranty provided under Legislative Decree No. 206/2005 in the case of purchases made by a CV Customer qualifying as a consumer;
- (ii) 9 (nine) years in addition to the 1 (one) year statutory warranty provided under the Italian Civil Code in the case of purchases made by a CV Customer not qualifying as a consumer..

### **Article 6 – Supplementary Warranty Services – Labor and Transportation Costs**

6.1. During the Supplementary Warranty period, CV shall, at its sole discretion, carry out one of the following interventions

- (i) Repair of the Eureka Motor at the premises of the distributor or retailer where the Ticket was opened;
- (ii) Repair of the Eureka Motor at CV's premises..

6.2. Labor and transportation costs for interventions carried out during the Supplementary Warranty period shall be borne by the CV Customer. Such costs—if less than €30 (thirty/00)—may be borne by CV only if CV has expressly agreed to assume such costs..

6.3. CV's decision regarding requests for Supplementary Warranty interventions shall be final and binding, and the CV Customer must accept such decisions..

## **Article 7 – Request for Intervention under the Supplementary Warranty**

7.1. During the period referred to in Article 5.1, upon the occurrence of Defects and provided that none of the exclusion causes listed in Article 4 apply, the owner must:

- (a) submit a request for assistance (hereinafter, the "Ticket") to the seller (e.g., distributor or store) from whom the product covered by the Supplementary Warranty was purchased;
- (b) if the seller referred to in the preceding paragraph is no longer active, the CV Customer may request the opening of the Ticket directly with CV by submitting the request pursuant to Article 8 below.

7.2. The Ticket is opened by sending to the recipient the form attached as Annex 7.2 – **Ticket Opening** to the recipient indicated in paragraph 1 above.

7.3. If the CV Customer does not follow the procedure described in paragraphs 7.1 and 7.2 above, they shall forfeit the right to request any intervention under the Supplementary Warranty.

## **Article 8 – Communication**

8.1. Any communication related to this Supplementary Warranty must be made in writing, using a method that provides proof of receipt by the recipient and the date of delivery, to the following address, which CV elects as its domicile:

**Conti Valerio, Sesto Fiorentino (FI), Via Luigi Longo No. 39/41, 50019, Tel. +39 055 4200011, Email: [info@contivalerio.it](mailto:info@contivalerio.it)**

## **Article 9 – Governing Law**

9.1. The Supplementary Warranty shall be governed by the laws of the Italian Republic, excluding rules of private international and procedural law.

9.2. Any dispute arising from, relating to, or connected with this Supplementary Warranty, including, by way of example and not limitation, disputes concerning its validity, performance, interpretation, termination, or effects, shall fall under the exclusive jurisdiction of the Court of Florence (IT), without exception

Sesto Fiorentino, on [06/06/2025]

Filippo Conti

Pro tempore Legal Representative

Conti Valerio S.r.l.

**CONTI VALERIO SRL**  
Via Luigi Longo, 39/41  
Tel. +39 055 4200011 - Fax +39 055 4200010  
50019 SESTO FIORENTINO - FI  
P IVA e Cod. Fisc. 03094860487

### **Annex 2.1 § 1 – Guaranteed Models**

The warranty covers the motor of the following models:

Mignon of the premium Eureka ORO brand:

- Mignon Single Dose PRO
- Mignon Stark
- Mignon Dolce Vita

Single Dose use models of the Eureka 1920 brand:

- Mignon Zero 65 All Purpose
- Mignon Zero
- Mignon Zero 55 S (available only for the Asian market)
- Mignon Pisa (available only for the Asian market)

The latest model of the Eureka 1920 brand equipped with the patented Smart Technology:

- Mignon Specialità Smart

### **Article 2.1 § 2 – Territory**

The Supplementary Warranty is valid in all countries where CV sells its products.

Sesto Fiorentino, on [06/06/2025]

Filippo Conti

Pro tempore Legal Representative

Conti Valerio S.r.l.

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**50019 SESTO FIORENTINO -FI-**  
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## Annex 7.2 – Ticket Opening



### CLAIM REPORT / MODULO RECLAMO

**Dealer:**

Distributore:

**E-mail:**

E-mail:

**Customer:**

Cliente:

**Technical Contact (phone):**

Referente Tecnico (telefono):

(1) **Machine ID:**

ID Macchina:

(2) **Serial No.:**

Seriale No.

**Installation Date:**

Data installazione:

(1)

(2)



**Type of Grinding:**

Tipo di Macinatura:

☐ French Press

☐ Drip

☐ Moka

☐ Espresso

☐ Turkish

**Defects of packaging from outside:**

Difetti esterni dell'imballaggio:

☐ No

☐ Yes/Si

**If "Yes" describe and attach photos:**

Se "Si" descrivere e allegare foto:

**Aesthetic Defects (attach photo):**

Difetti Estetici (allegare foto):

☐ Body

Corpo

☐ Coffee bean container

Contenitore caffè

☐ Plastic parts

Parti in plastica

**Electronics Defects (attach photo/video):**

Difetti Elettronici (allegare foto/video):

☐ Display unit

Unità display

☐ Power unit

Alimentazione

☐ Grinding start button

Tasto attivazione macinatura

**Malfunctions (attach video):**

Malfunzionamenti (allegare video):

☐ Doesn't grind

Non macina

☐ Clumps/Spray

☐ Grinder grinds too coarse

La macinatura è troppo grossa

☐ Grinder is too noisy

La macchina è troppo rumorosa

☐ Grinder doesn't start without coffee

La macchina senza caffè non parte

☐ Grinder doesn't start with coffee

La macchina con il caffè non parte

☐ Motor is running, but doesn't grind

Il motore gira ma la macchina non macina

☐ Other:

Altro:

**Defects on display:**

Difetti del display:

☐ No

☐ Yes/Si

**If "Yes" report the technical data of the display and attach photo:**

Se "Si" scrivere i dati tecnici del display e allegare una foto:

**The technical data are shown on the**

**back of the display:**

I dati tecnici sono riportati sul retro del display:



**Other/Description:**

**This form must be sent to the Sales Representative/Customer Service.**

Questo modulo va inviato al commerciale di riferimento/Customer Service.

**This form, properly completed in its entirety by the customer, allows Conti Valerio srl to diagnose faults on the machine and propose a solution.**

Questo modulo, opportunamente compilato in ogni sua parte dal cliente, permette ad Conti Valerio srl di diagnosticare eventuali guasti sulla macchina e proporre la soluzione.

The Claim Report / Complaint Form must be submitted to Conti Valerio by one of the following methods:

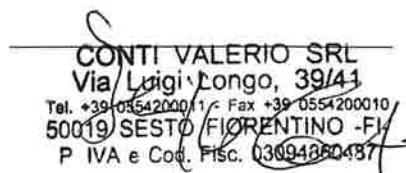
1. via the web portal at the following link: **eureka.co.it/it/claims.aspx**; or
2. by email to the relevant customer service, attaching the Claim Report / Complaint Form; or
3. by email to **info@contivalerio.it**, attaching the Claim Report / Complaint Form.

Sesto Fiorentino, on [06/06/2025]

dott. Filippo Conti n.q.

Pro tempore Legal Representative

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