



Beaba Family® Product Warranty

Warranty conditions

In accordance with the legal guarantee of conformity (articles L217-3 and L217-5 of the Consumer Code) all our products are guaranteed for 2 years from the date of purchase in a physical point of sale or from the date of delivery in the case of distance selling.

Beaba® (or its subsidiary) manages after-sales service requests directly with consumers beyond 14 days of purchase. If the purchase was made in a store, the consumer has 14 days to contact the retailer.

If your product breaks down, the Beaba Family® will pay for the repair or replacement of the defective product free of charge during the warranty period provided that the product has been used in accordance with the user manual. It must not have been impacted, fallen, or dismantled.

Commercial warranty

The Beaba Family® offers a free commercial warranty on the Babycook Neo® and the Babycook Smart® (excluding accessories and wear parts)

To benefit from it, all you have to do is register your device on the Beaba & Moi® app within 6 months of purchase, scan the barcode under the packaging and attach the proof of purchase.

Registering your product entitles you to a 3-year warranty extension (excluding wear parts and accessories)

Disclaimer of Warranty

The warranty excludes the following cases or does not apply if:

- The device or item has broken as a result of a fall or impact
- The product is experiencing normal wear and tear or its consumables need to be replaced.
- The purchase invoice has been modified or has become illegible.
- Repairs or modifications to the product have been performed by a repair company or unauthorized person.
- The failure results from excessive use under conditions different from those for which the product was manufactured.
- Failure is due to misuse of the product or environmental conditions not in accordance with the product's user manual.
- Failure is inherent in connecting additional peripherals, equipment, or accessories not recommended by the user manual.
- The appliance has been damaged by animals, lightning, abnormal voltage, fire, natural disaster, transportation accident, or contact with water (unless the owner's manual specifically states that the product can be rinsed), but not limited to.
- The product does not function properly because it was not originally designed, manufactured, or approved for use in the country where you are using it, which may be the case if you purchased the product overseas.
- The product does not function properly due to problems accessing or connecting to service providers, such as network interruptions (e.g., the Internet) and problems with transmission networks (e.g., interference, scrambling, failure, or poor network quality).

Implementation of the guarantee

The consumer must provide proof of purchase less than 2 years old (invoice, receipt or delivery note) mentioning the designation and the date of purchase/delivery. Without one of these documents, your warranty is void. To claim your warranty, here are the steps to follow:

- the purchase is less than 14 days old: the consumer approaches the retailer for a pick-up
- the purchase is more than 14 days old: the consumer completes the pick-up form on our service.beaba.com and attaches the necessary documents to his file (valid proof of purchase, a photo or short video showing the defect)