



## ONLINE SALES

For your protection, Thermador does not approve of or authorize the online sales of our appliances. Thermador brand products may only be purchased from one of our authorized dealers in your local area who can physically display our products at their retail location. Our Thermador dealers are as committed as we are to provide a positive consumer experience, and your 100% satisfaction is imperative. Our authorized dealers offer you specialized delivery, professional installation, quality products, and original parts.

Since online sales of Thermador products are not authorized or approved, any issues that arise with purchasing Thermador appliances online, including all problems or damages, must be resolved with your online selling agent. This could result in a less than optimal customer service experience.

Consumers who purchase luxury appliances from "online" sites have typically reported inadequate experiences because online sites were not willing or not able to provide any support with shipping damage or issues related to incorrect installation. Please note, depending on how far away the online site is located from the consumer delivery address, the level of frustration tends to increase. Additionally, the manufacturer's warranty does not cover freight damages caused by improper handling or damage caused by improper installation.

To find an authorized dealer near you, [visit our dealer locator](#).

Thank you for your understanding. At Thermador, we pride ourselves on providing meticulously crafted appliances to our consumers. We want to make sure you have a positive and rewarding experience with your Thermador products.