

Terms & Conditions

Effective date: 31/10/2025

Version: 2.0

Next review date: 31/10/2026

1. Scope

These Terms and Conditions ("Terms") apply to the sale, delivery, use, and handling of Zuff, the 250 ml squeezable fire-extinguishing product in a doy-pack, manufactured and/or distributed by Zuff Fire GmbH ("Zuff Fire", "we", "us", "our").

By purchasing or using Zuff, the customer ("Customer", "you") agrees to these Terms.

2. Intended Use

Zuff is designed for extinguishing small incipient fires within the supported fire classes specified on packaging and instructions.

Zuff is intended for personal consumer and light commercial use only and is not a replacement for legally required fire-safety equipment.

3. Safety & User Instructions

Customers must read and follow all instructions printed on Zuff packaging and accompanying materials.

Incorrect use, improper handling, puncturing or altering the pouch, or use against unsupported fire types may reduce effectiveness or cause personal injury or damage.

4. Storage & Shelf-Life

Zuff must be stored:

- According to packaging instructions
- Away from heat, flame, and direct sunlight
- In its original sealed condition until needed

Shelf-life and expiry are printed on the packaging. Zuff Fire is not responsible for performance issues resulting from improper storage or use beyond expiry.

5. Liability & Limitations

To the extent permitted by law:

- Zuff Fire is not liable for damages caused by misuse, improper handling, unauthorized modification, or failure to follow instructions.
- Zuff Fire does not guarantee fire-suppression success in all conditions.
- For proven defects, liability is limited to replacement of Zuff or refund of the purchase price.

Mandatory statutory liability (e.g., for gross negligence or personal injury) remains unaffected.

6. Warranty

Zuff Fire warrants that Zuff meets its specifications at delivery.

The warranty excludes issues resulting from:

- Improper storage
- Use after expiration
- Physical damage after purchase

Claims require proof of purchase and must be made within the warranty period.

7. Returns & Refunds

Unopened, undamaged units of Zuff may be returned within 14 days in accordance with consumer protection laws. Activated or used units cannot be returned.

8. Regulatory Compliance

Zuff is produced in accordance with applicable German and EU product-safety rules. It does not replace legally mandated fire equipment when required by regulations.

9. Intellectual Property

The name "Zuff", packaging, and associated trademarks remain the property of Zuff Fire GmbH. Unauthorized reproduction or distribution is prohibited.

10. Data Protection

Personal data collected in connection with purchase, registration, or warranty claims is processed in accordance with applicable data-protection laws, including the GDPR. See the Privacy Policy for details.

11. Governing Law & Jurisdiction

These Terms are governed by the laws of Germany. Exclusive jurisdiction for commercial purchasers is Dresden, Germany, subject to mandatory consumer-protection rules.

12. Amendments

Zuff Fire GmbH reserves the right to modify these Terms at any time. Current Terms will be published on our website or provided upon request.

Zuff Fire GmbH,



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