

„UNILOKAT PRZEMYSŁAW STRUS”

Robert Jerzy Strus

Uścikówiec 7, 64-600 Oborniki,

mobile: +48 512 304 704

Website: [www.paneltarasowywpc.pl](http://www.paneltarasowywpc.pl),

e-mail: [wpc@paneltarasowywpc.pl](mailto:wpc@paneltarasowywpc.pl)

#### Warranty conditions for WPC terrace panels

1. The company "Unilokat Przemysław Strus" Robert Jerzy Strus (hereinafter referred to as the "Producer") guarantees the quality of the Products in accordance with the conditions set out below.
2. The warranty is only granted for defects caused by the causes inherent in the Products.
3. The scope of the warranty covers:
  - products correctly installed and used (assembly on a stable and leveled floor)
  - products not in accordance with the contract, order
4. The warranty period is 2 years and is calculated from the date of sale of the Products by the Producer. Confirmation of the sale of products is a VAT invoice issued by the Producer.
5. The Buyer has the right to make use of the terms of the warranty only and exclusively in case of payment of the full amount due for the purchased Product.
6. If the purchased goods prove to be inconsistent with the order or will have visible defects, it is possible to return the purchased Product before proceeding to its assembly, however not later than within 7 days from the Product delivery by the Producer (or receipt by the Buyer). Returned goods must be in a non-deteriorated condition, which does not indicate signs of use.
7. The Producer does not provide a guarantee for:
  - changes in the shades of colors resulting from the use
  - changes in color shades resulting from atmospheric and external conditions
  - physical changes resulting from proper use
  - structural and aesthetic changes resulting from incorrect preparation of the panel substrate or poor embedding of the Product
  - mechanical damage resulting from proper use
  - differences in color shades between Products from different production lots
  - changes in the color of the Product, resulting from the seasoning process and the impact of aging factors
  - discoloration appearing locally, resulting from dirt, including fats, lyes, caustic solutions and all products that should not come into contact with the Products
  - Product defects resulting from use and application in a manner different than indicated by the Producer
  - Product defects resulting from assembly carried out in a manner different from the one indicated by the Producer
  - Product damage resulting from the interaction of liquids with a changeable state of aggregation
  - Product changes resulting from the impact of the natural environment (air and water pollution, biological agents, etc.)
  - Product damage causing physical and color changes resulting from higher forces (uneven settlement of the ground, ground fault, avalanche, flood, hurricane, fire, lightning, etc.)
8. Complaints should be reported in writing within 14 days from the date of their occurrence along with the attached document confirming the purchase of the Products.
9. The basis for recognition of the guarantee is photographic documentation sent in electronic or paper form. The Producer may also verify in the place of installation of the Products. The date of inspection will be jointly agreed by the Producer and the Buyer. In the event of refusal to inspect by the Buyer, the warranty does not include claims by the Buyer.
10. In the case of inspection by the Producer, the Products advertised must remain intact by the Buyer from the time the complaint is submitted until inspection at the place where the Product was

installed by the Buyer. Otherwise, the warranty conditions may expire. The Producer reserves the right to evaluate and classify defects reported by the Buyer.

11. If the claims are recognized by the Producer, the goods complained about must be prepared for collection in such a way that the receipt of the Product takes place efficiently and safely. The product must be secured and packed securely.

12. In the event the Producer does not accept the claim, the transport costs and other costs related to handling the complaint shall be borne by the Buyer.

13. If the Producer accepts the claim, the Buyer will receive a new Product free from defects, or if it is not possible to deliver new Products free of defects, the Producer may reduce the price of the Product or refund the purchase price of the Product to the Buyer. The method of resolving the complaint belongs to the Producer.

14. The warranty does not cover additional costs incurred by the buyer (including assembly and disassembly).

15. The terms of the guarantee apply in the countries of the European Union.

16. The law applicable to the application of the provisions of the warranty conditions of the Products is the law generally applicable in the Republic of Poland.