

GUARANTEE

Pots made of architectural concrete are made by hand.

Product name:

Seller's stamp and signature:

Sale date:

Invoice No./receipt No.

MANUFACTURER

Contractors Wojciech Borowy, Białka 202, 34-220 Maków Podhalański NIP: 552-143-96-81 REGON 121126279

WARRANTY PERIOD

The manufacturer gives a 12-month warranty for concrete pots.

TERMS & CONDITIONS

1. The manufacturer guarantees the quality of the products in accordance with the quality declaration and the features specified in the instructions for use.
2. Complaints about product defects should be submitted to the Supplier in writing together with documents confirming the disclosure of product defects (e.g. photos) or, at the Supplier's request, the possibility of viewing the products should be made available to the Manufacturer's employees.
3. The Buyer should submit a complaint within 7 (say: seven) days from the discovery of defects in the products.
4. The complaint will be considered within 14 working days from the moment of its submission after the Buyer presents a proof of purchase with the date of sale.
5. Due to the raw material (architectural concrete) from which the pots were made, defects in the products, and thus the grounds for submitting guarantee claims, do not include:
 - a) colour difference,
 - b) dimensional differences. Permissible differences may vary up to +/- 10 mm.
 - c) bulges up to 5mm per 1m,
 - d) local spot discolouration, staining,
 - e) resulting palm trees, dirt during use, such as abrasion marks on bicycle tires, painted graffiti, etc.
 - f) occurring irregularly and in varying quantities, randomly distributed voids and pits,
 - g) microcracks and devices that are not intended to have functional features, only visual features,
 - h) cracks in the results due to defrosting of concrete, e.g. drain obstructionThe indicated features of the products are not covered by the guarantee.
6. The guarantee also does not cover defects in the products caused by:
 - a) incorrect assembly and usage of products,
 - b) use of products contrary to their intended use,
 - c) any mechanical damage,
 - d) improper storage (e.g. stacking).
7. The guarantee also does not cover defects in the products resulting from any interference with the products by the Buyer or third parties (e.g. grinding, painting, etc.).
8. The buyer is obliged to check the quality of the products before starting the assembly.
9. The guarantee rights also expire in the event of non-compliance with the Manufacturer's recommendations or improper use of the products.
10. Products subject to complaint should be returned to the Manufacturer's address at the expense and risk of the Buyer. Products should be protected against damage and scratches during transport.
11. the complaint is accepted, the Manufacturer undertakes to hand over the defect-free products to the Buyer within no more than 90 days from the date of accepting the complaint. The choice of the method of removing the defects of the products remains with the Manufacturer.
12. In the event of unjustified complaints, the Buyer shall bear all costs related to the performed activities.
13. The guarantee terms and conditions set forth herein shall exhaust all rights of the Buyer and obligations of the Manufacturer under the product quality guarantee.
14. The guarantee does not exclude, limit or suspend the Buyer's rights resulting from the non-compliance of the goods with the contract.
15. The guarantee terms and conditions are in compliance with the applicable provisions of Polish law – the Civil Code and the Act of 27.07.2020 on special conditions of consumer sales, subject to the above points.
16. The guarantee protection covers the territory of the Republic of Poland and exhausts all rights of the Buyer and obligations of the Manufacturer resulting from the product quality guarantee.