



WARRANTY TERMS

WARRANTOR: Armet Bis Sp. z o.o. ul. Szemudzka 1, Jeleńska Huta, 84-217 Szemud

1. The Warrantor ensures good quality and correct operation of its products under the terms and conditions of this Warranty.
2. The warranty term is:
 - a) 24 months of the date of delivery for products made by the Warrantor,
 - b) for components that make up a product, such as fittings, luminaires, LED power supplies, hinges, guides, etc. – the warranty term from the manufacturer of a component, starting from the date of delivery to the Customer by the Warrantor.
3. The Warranty shall not cover:
 - a) Mechanical damages, staining, damages resulting from flooding, overheating, or burning,
 - b) defects resulting from incorrect or careless transportation, carrying or assembly of furniture, if those actions were not performed by the Warrantor.
 - c) defects resulting from the use of furniture in breach of the rules of usage and maintenance and as a result of incorrect storage. The general terms of usage and maintenance can be found at the website:
<http://www.armetbis.pl/armet-bis-o-nas/serwis-i-gwarancja/>
 - d) defects resulting from repairing or modifying the product by the Buyer or at his/her instruction by persons other than the Warrantor,
 - e) defects resulting from incorrect placing of the product and its use that is inconsistent with the intended one,
 - f) features of the piece of furniture resulting from the natural ageing and wear and tear,
 - g) Individual features of the product related to the characteristics of the raw material used in production (such as leather irregularities, different shades within the same colour, natural features of wood, etc.)
 - h) Differences in the colours in the case additional pieces of furniture are ordered separately,
 - i) defects resulting from lack of or incorrect maintenance, cleaning, and regulation,
 - j) defects and damages which caused the price to be discounted,
 - k) defects caused after the sale, resulting from random events or as a result of force majeure, in particular fire or flooding,
4. The warranty includes defects in materials used, production, and assembly, caused by reasons attributable to the Warrantor.
5. All finished products, before they are delivered to the Customer, are finally controlled visually and functionally. The general rules of conduction the visual and functional control can be found at the website:
<http://www.armetbis.pl/armet-bis-o-nas/serwis-i-gwarancja/>

NOTIFICATION, VERIFICATION AND HANDLING COMPLAINTS

1. If a defect is found during the warranty term, the Buyer should file a complaint immediately, but not later than within 14 days of finding the defect.
2. Complaints should be sent to the Warrantor's address: Zakład Produkcji Mebli Armet Bis Sp. z o.o., Dział Reklamacji, ul. Szemudzka 1, Jeleńska Huta, 84-217 Szemud or to the e-mail address: reklamacje@armetbis.pl
3. The complaint should include:
 - a) Name of the defective product,
 - b) Date when the defect was found,
 - c) The detailed description of the defect,
 - d) Photo documentation of the issue,
 - e) Location of the defective product (e.g. address, number of the fuel station, etc.),
 - f) Evidence of purchasing the product, which will allow us to determine the origin of the product and its warranty term,
 - g) The Customer's expectations,
 - h) Contact details to the person filing the complaint.
4. The procedure for handling the complaint shall start once all required details are received (point 3).
5. The Warrantor shall confirm whether the complaint is accepted or declined in writing within 14 days of the receipt of the complaint. The date of filing the complaint shall be the date of receipt of the message by the Warrantor (point 4).
6. The defects found during the warranty term shall be resolved within 21 business days, from the date of handling and accepting the complaint.
7. If the complaint is accepted, the Buyer shall be notified of the method of resolving the complaint, by:
 - a) delivering suitable elements or components to the buyer,
 - b) repairing, preceded by inspection, during which the Warrantor's expert shall assess whether the product is defective.
8. If the character of the defect does not require it to be resolved in the plant, the repair as part of the warranty shall be performed at the buyer's premises where the defective product is located. In such case, the buyer shall cooperate and make it possible to repair the product.
9. If the character of the defect makes it necessary to be removed in the plant, the Buyer shall issue the product or its components that require repair to the Warrantor's representative who shall take it to the Warrantor's premises for repair.
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11. The Warrantor shall not be required to provide the buyer with a replacement product for the time of performing its duties as part of the warranty.
12. The buyer shall transport the defective product to the Warrantor's premises independently.
13. A decline to issue the product or its part to be repaired in the plant, or preventing its repair at the Buyer's premises shall mean the Buyer has released the Warrantor of performing the warranty obligations.
14. In the case of unjustified complaint, the Buyer shall cover the cost of the servicemen's commute and work. In order to prevent the above from occurring, the complaint (point 3) should be appended with photographic documentation of the part of the product to which the complaint is related so that the expert can confirm that complaint is justified.