

## WARRANTY CARD PRODUCTS borcas

name of the product:

.....

product features (color, type of finish):

.....  
.....

data of purchase:

.....

1. The following warranty is represented by Kinga Smardz-Gawłowska, owner of „borcas Kinga Smardz-Gawłowska”, located in Krotoszyńska 35 street, B02 building, office 6, Ostrów Wlkp 63-400. Tax number 6222444657, National Business Registry Number 361790927. The trader mentioned above is enrolled to Central Registration and Information on Business run by the minister in charge of economy, tel. +48 503 897 064, e-mail: info@borcas.eu, website: www.borcas.eu
2. The guarantor guarantees high quality of the products and the absence of legal as well as physical defects.
3. The warranty is valid exclusively in the territory of the Europe.
4. The warranty period lasts 24 months from the date of issuing the product to the buyer.
5. Warranty covers exclusively defects that are the result of internal faults of the sold product.
6. Warranty does not cover:
  - a) physical damage (e.g scratches, cracks caused by external forces)
  - b) damages caused by high or low temperatures exposed directly on the product (e.g direct contact with the hot tableware),
  - c) natural degradation of the product (e.g surface abrasion),
  - d) damages caused by abnormal use of the product,
  - e) damages resulting from the improper use of instruction leaflet attached to the product. These damages may include improper placing (leveling, keeping from the source of heat at the distance of at least 1 m) improper wood care (with the use of agents intended for wood care), as well as exposing material to abnormal humidity levels (less than 40% and more than 70%) or temperature (below 15 degrees Celsius and above 40 degrees Celsius),
  - f) results of alterations or changes in construction performed by the user,
  - g) differences in colour of the wood, changes in colouring, cracks of wood or veneer resulting from the everyday use of the product,
  - h) changes (discolorations, deformations) caused by extensive exposure of the product to long term activity of sunlight or liquid.

# borcas

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7. In case faults covered by the warranty appear in the period granted by the following document, a guarantor, at the choice, is obliged to either remove the defect or provide the buyer with the faultless item. The faulty item shall be replaced or fixed within 30 days from the date of receipt.
8. Any defect should be reported no later than 14 days from the date it occurred. Should this action be neglected, the buyer will cease to be entitled to the rights provided by the warranty. Warranty claims can be reported in writing or emailed to the guarantor address indicated in the point no. 1. When reporting the claim, user contact details along with the circumstances in which the defect appeared, should be clearly stated.
9. Person responsible for exercising the warranty rights should deliver the product to the guarantor's headquarters, at the address indicated in the point 1. Cost of delivery is covered by the guarantor providing that the warranty claim is clearly justified.
10. Guarantor is obliged to fulfill her duties within the period of 30 days from the date of receipt of the faulty item. Moreover, a person mentioned above is responsible for the delivery of new or fixed product to the buyer entitled to warranty rights. Any costs of delivery is covered by the guarantor.
11. If the obligations mentioned above, concerning delivery of fixed or faultless item are fulfilled by the guarantor, the period of warranty which lasts 24 months is counted from the date of delivery of fixed or faultless product. If some parts of the product are replaced by the guarantor, the aforementioned clause applies to the replaced parts respectively.
12. To all matters not settled herein provisions of civil code shall apply.
13. The following warranty is valid along with properly filled warranty card (name and type of the product, color of the finish as well as date of purchase) and proof of purchase (e.g receipt, invoice, bill).
14. The warranty neither excludes, nor restricts nor suspends the buyer rights resulting from the rules of guarantee rights in case of defects found in sold product.