

WARRANTY CARD

MOSQUITO NETS

Warranty terms.

The warranty period for all products is specified in the table: Warranty validity period for Fenbro Sp. z o.o. products.

The warranty period for powder coatings is specified in the table: Warranty validity period for Fenbro Sp. z o.o. powder coatings.

The standard warranty for Fenbro products is 3 years. Depending on the additional warranty package selected by the customer, the scope and duration of the warranty may vary.

The warranty begins at the moment of delivery and acceptance of the product.

The buyer obtains the warranty entitlement at the moment of full settlement for the goods.

The warranty covers:

- Use of the product in normal atmospheric conditions (no aggressive liquids, gases, dust).

The warranty does not cover:

- Defects resulting from: use of the product or components for purposes other than its intended purpose, which are not used by Fenbro Sp. z o.o.
- Mechanical damage occurring after the delivery is handed over to the customer.
- The impact of external factors (fire, high temperature, floods, hailstorms, earthquakes, burglary).
- Contact with aggressive chemical substances.
- Product obsolescence.
- Design changes made by third parties.
- Damage resulting from incorrect installation.
- Adjustment, cleaning and periodic maintenance. in applicable standards.
- Mechanical damage and cracks caused during use and permitted defects
- Failure to remove the protective foil from the profiles after final assembly, any glue and silicone residues immediately after assembly (but no later than 1 month from the date of receipt), and securing the transport stands (this was only done for the duration of transport and must be removed immediately after receiving the delivery).
- Wear and tear of components, damage caused by impact, compression, etc.; natural disasters, force majeure nature.
- Irrelevant defects (i.e. not affecting the utility value of the mosquito nets).

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All defects resulting from manufacturing defects or material defects reported during the warranty period will be removed by the Fenbro service. After this deadline, complaints will not be accepted. Fenbro Sp. z o.o. is not responsible for product defects resulting from improper installation. The warranty service will repair the recognized defects as soon as possible, no longer than 30 days from the date of accepting the complaint. This deadline may be changed in agreement with the customer for important objective reasons. The method of removing the defect lies solely with Fenbro Sp. z o.o. Before the service visit, please remove all additional elements from the window (e.g. blinds, roller blinds).

Cleaning and maintenance instructions.

Cleaning: Use a soft cloth and clean water for cleaning, especially in the case of decorative surfaces.

During washing, the ambient temperature cannot drop below zero, and the temperature of the coatings cannot exceed room temperature. It is permissible to use delicate cotton fabrics intended for industrial cleaning. When wiping, do not press too hard on the surface. The surfaces should be rinsed with clean cold water after each washing.

Recommendations:

Before starting cleaning, check the effect of the agents used for this purpose. The test should be performed on inconspicuous areas of the surface. If undesirable effects occur, stop cleaning with the selected agent.

Prohibitions:

The coating must not be washed with a steam jet, and the water used for washing must be warm at most.

It is not allowed to use abrasive cleaning agents or to clean surfaces by rubbing. It is not allowed to use detergents of unknown origin, organic solvents containing alcohols, ketones, esters, glycol esters, chlorinated hydrocarbons, etc., as well as chemical substances, salts to remove ice near the profiles.

Additional elements repair, replacement, substitutability.

If during the warranty period technological changes occur related to the introduction of new technologies (profiles, fittings, glass, other components), then in the event of withdrawal or removal from the offer of components requiring repair or replacement, the manufacturer will replace such components with available components with a similar or similar function.

Complaint.

Conditions for accepting a complaint. A complaint must be submitted in writing or electronically (using the appropriate Fenbro form), either at the place of purchase (for individual customers) or by e-mail to: info@fenbro.com, regardless of the country of purchase.

Photographic documentation must be attached to the complaint, especially in the case of damage or non-compliance with the order.

A complaint is not a reason to withhold payment for the product. Unpaid goods are not covered by the guarantee.

The claimant should provide free access to the product during the warranty processes.

The manufacturer's liability under the guarantee is limited to the value of the purchased goods. The guarantee does not exclude or limit the buyer's rights, in accordance with the Civil Code, resulting from the nonconformity of the goods with the contract.

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Additional information.

Fenbro Sp. z o.o. is exempt from all claims and liabilities, including recourse, under the guarantee, in the following circumstances:

- Fenbro Sp. z o.o. is liable only up to the value of the subject of the contract and reserves the right to decide on the liability for damages and is limited to a possible refund up to the value of the products sold. Fenbro Sp. z o.o. is not responsible for other costs caused by a product defect.
- Due to design reasons, abrasions may occur in some places during use.
This damage cannot be the basis for a complaint.

In addition:

- The customer is obliged to accept the goods quantitatively and qualitatively in terms of obvious defects that cannot be the basis for a complaint after receiving the goods. Obvious defects are considered to be discrepancies in: quantity, color, size, system, and mechanical damage such as scratches, cracks. If, despite finding a defect, the customer installs the defective product, they lose the right to complain about the defective product and to seek repair of the obvious defect revealed during the receipt of the delivery.
- Differences in the shade of the same colour of the mosquito net components (especially the colours wood-based materials) are not grounds for complaint.
- If the product is resold, the subsequent purchaser benefits from the warranty until it expires.
- In the event of an unjustified complaint, all costs related to it (according to the current price list of services and materials) are borne by the Buyer (in particular the costs of travel and working time of the service technician).
- This warranty for the product sold does not exclude, limit or suspend the buyer's rights resulting from non-conformity with the contract.
- The customer has read and accepts the general terms and conditions of sale and delivery from Fenbro Sp. z o.o.
- Installation instructions are available on the Fenbro Sp. z o.o. website.
- Detailed information about mosquito nets can be found at www.fenbro.com.